



# MoD BoX

## Installation & Owner's Manual

**FOR TECHNICAL ASSISTANCE:**

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For a list of distributors, visit the Merit Industries, Inc. Web site

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PM0599-03



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## IMPORTANT SAFETY INSTRUCTIONS

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings.  
Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use the attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as when the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.





The lightning flash with arrowhead symbol, within an equilateral triangle is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance servicing instructions in the literature accompanying the jukebox.



**WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

No objects filled with liquid, such as vases, shall be placed on the apparatus.



## CAUTION

RISK OF ELECTRIC SHOCK  
DO NOT OPEN



DO NOT REMOVE ANY COVERS, GUARDS, OR SHIELDS.

NO USER SERVICEABLE PARTS ARE INSIDE THIS JUKEBOX.

REFER SERVICING TO QUALIFIED SERVICE PERSONNEL

## **Section 1: Unpacking & System Description**

### **INTRODUCTION**

The MoD BoX jukebox is part of a much larger system – the AMI Entertainment® network. This network is a digital platform that delivers music across the Internet to Jukeboxes anywhere.

The MoD BoX jukebox is an Internet-enabled jukebox that allows all the traditional functions of a jukebox backed by the power of the Internet. The Internet connectivity gives patrons more features, such as the ability to download “Music On Demand” songs when their song choice is not already on the jukebox.

## MOD BOX JUKEBOX FEATURES

The major MoD BoX features are:

### General Features:

- Sturdy construction and reliable design
- Conveniently located customer, operator, and service controls
- All major components are modular and easy to replace, if needed
- Computer-controlled digital music
- A 250-watt amplifier with dual 7-band equalizers
- Song reject
- 300 album and cover art capacity
- Unwanted music categories can be blocked
- Bill acceptance of \$1, \$5, \$10, and \$20
- 700-bill capacity bill acceptor
- Web-based management
- Attract mode
- “Music On Demand” song download
- Dynamic search capabilities
- No pause between plays
- Easy to change pricing

### Service Features:

- All servicing can be done from the front of the jukebox
- Modular component construction for easy replacement
- Complete cash and play audit information
- Password protected Operator Web site
  - Access anytime and from anywhere
  - Track revenue and usage
  - Download new music and other content
  - Check system status

## UNPACKING INSTRUCTIONS

This section contains information for unpacking the jukebox and installing it at a location. Save all tie-down hardware in case the MoD BoX must be moved to another location.

### Exterior

1. Remove the shipping carton with care: Do not use shipping hooks or sharp tools that could damage the jukebox cabinet.
2. Remove the plastic bag that covers the jukebox.
3. Carefully inspect the interior and exterior of the jukebox to ensure that no damage occurred during transit.

If damage is detected, the carrier who delivered the jukebox should be contacted immediately to examine it. Regardless of the exterior condition of the shipping cartons, the carrier should be called and notified of damage. Do not destroy packing material or boxes until the carrier's agent has examined them.

Damage claims are your responsibility. Do not return damaged merchandise until after your claim has been established. The invoice amount for repair charges can then be collected from the carrier.

### Doors

1. Locate the red bag in the coin return on the side of the cabinet. Remove the door key from the bag and unlock the top door. Turn the key to the right and press in on the door as you turn the key.

## VISUAL INSPECTION

Check to be sure that all electrical plugs are completely seated into their receptacles.

## HANDY CASE

Locate the Handy Case, the blue plastic envelope. The Handy Case contains a variety of items, including manuals, spare parts, and fuses. The monitor control module (to control vertical/horizontal controls and brightness/contrast controls) is also in the case, and should be plugged into the mating connector on the monitor should you need to adjust the monitor settings. Keep the Handy Case with the jukebox at all times for ready reference.

## INSTALLATION INSTRUCTIONS



### CAUTION

MoD BoX must be solidly fastened to structural members within the supporting wall.  
MoD BoX weighs 130 pounds (50 kg); if it falls, it could cause damage or injury.



### CAUTION

Supplied fasteners (1-1/2" lag screws) are for wood wall stud construction. For other types of construction, installer must provide and use appropriate fasteners.

## INSTALLING THE HANGER BRACKET

**NOTE:** It is recommended that all wall installations or removals be performed by two people for safety reasons.

**NOTE:** Before installing the MoD BoX on a wall, you should first install the hard drive.

1. PREFERRED METHOD\*: At the installation location, use a level to mark a horizontal line that is exactly 64-3/8" (163.5 CM) off the floor. This will place the bottom of the MoD BoX at the recommended 38" (965 cm) above the floor. Refer to Figure 1-1.
2. Using the level, mark another horizontal line which is 17" (43.2 cm) below the first line.
3. Locate the wall stud locations on the horizontal lines. Drill 5/32" holes at the marks. Place the hanger against the wall and secure using the (4) 1/4" x 1-1/2" lag screws supplied.

\* In order to comply with the height requirements of ADA (Americans with Disabilities Act), this line must be no more than 55-3/8" (140.6 cm) from the floor.

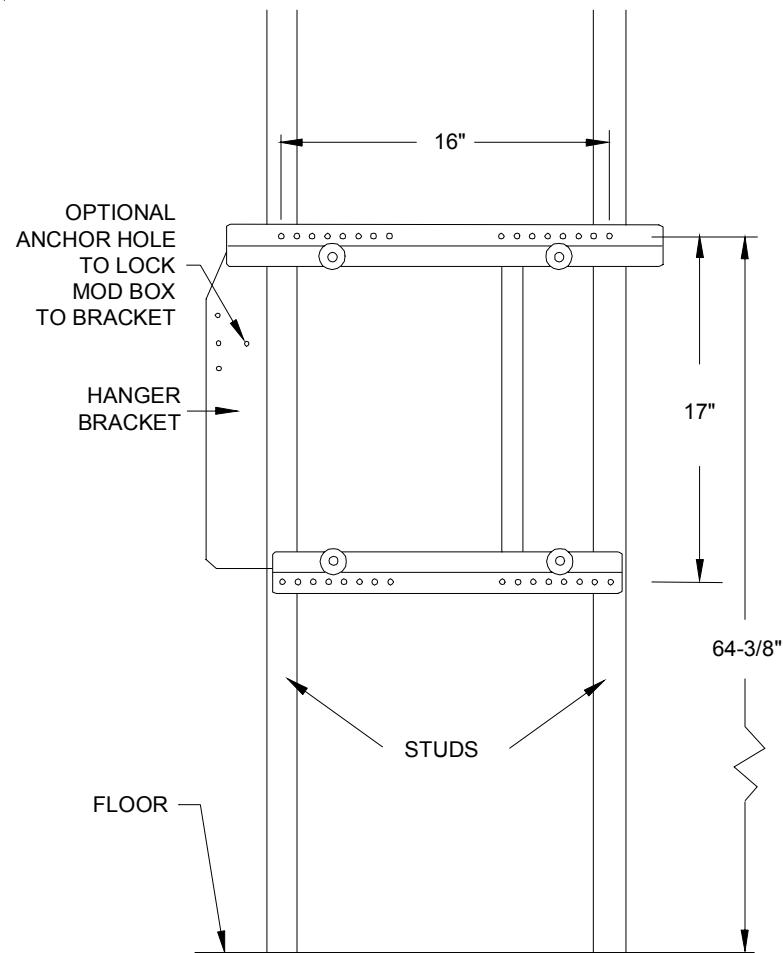


FIGURE 1-1 - INSTALLING THE HANGER BRACKET

## HANGING THE MOD BOX ON A BRACKET

1. Before installing the MoD BoX on the bracket, make sure that:
  - The jukebox is turned off and unplugged.
  - The door is closed and locked.
  - All cabling that has to be routed to outside the jukebox (network, speaker, and power cables) is connected and routed through the rectangular access hole in the back of the jukebox.
2. To aid in installation, mark a horizontal line on the wall approximately 7" from the center of the upper studs on the bracket to the outside of each stud. As you lift MoD BoX to the Hanger Bracket, you will be able to line up the witness line molded into the cabinet with the line that you made on the wall. (see Figure 1-2).

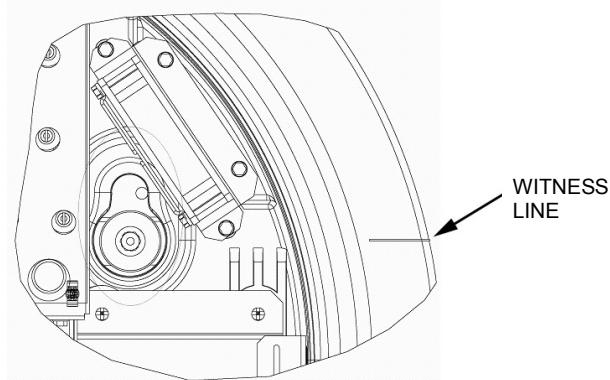


FIGURE 1-2 - WITNESS LINE MOLDED INTO THE RIGHT UPPER SIDE OF THE CABINET (ONE ON EACH SIDE)

3. Push the MoD BoX against wall and lower it onto the studs (see Figure 1-3).

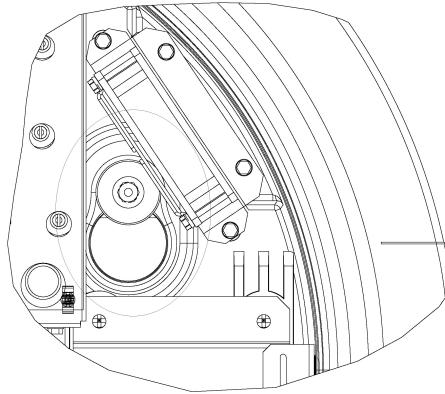


FIGURE 1-3 - MOD BOX LOWERED ON STUDS

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4. Verify that the back panel is properly seated on the studs.
5. Lock the MoD BoX onto the bracket with the provided 10-32 machine screw (see Figure 1-4).

SCREW LOCATION  
FOR LOCKING  
MOD BOX TO BRACKET

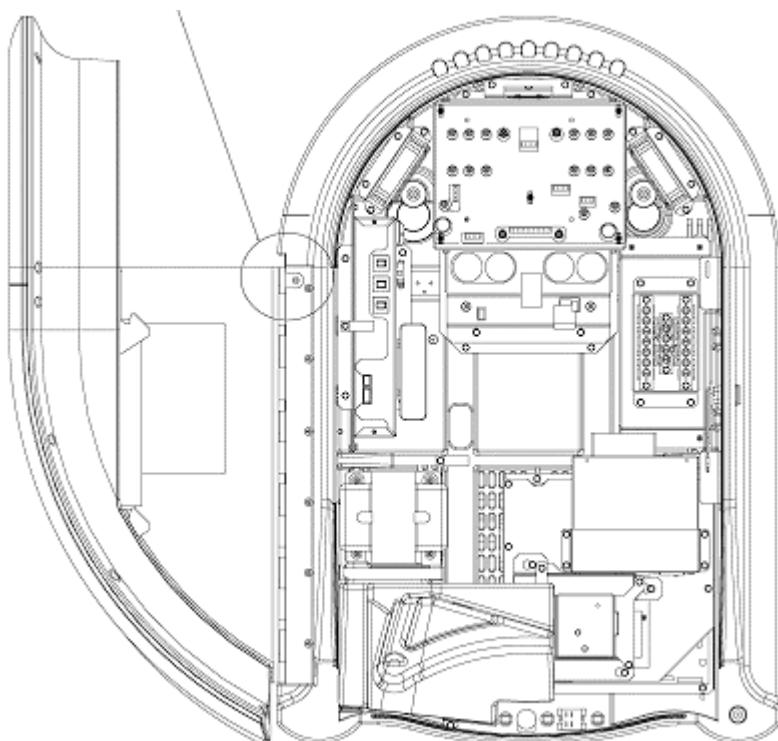


FIGURE 1-4 - LOCKING THE MOD BOX TO THE BRACKET

## MAJOR COMPONENTS OF THE MOD BOX

*Figures 1-5 and 1-6 show the major components of the MoD BoX Jukebox. Take a minute to familiarize yourself with these components.*

### **Core Computer**

The Core Computer is the heart of the system and has a removable hard drive and a single board computer. The hard drive is the only storage in the system and retains: Windows XP Embedded Operating System software, all Application software, all music, and all setup and audit data. The single board computer converts music selections stored on the hard drive into a stereo signal for the systems audio components. It also connects to the Internet, the SVGA touch screen monitor, and to the other peripherals through the Communication Controller.

### **Touch Screen 15" LCD Monitor**

All viewing, displaying, selecting, or entering is done through the Touch Screen Monitor. Some of the things it is used for are: viewing and making selections, displaying the selection playing, displaying pricing and credits, viewing and changing setup and audit data, and downloading "Music On Demand" selections.

### **System Power Supply**

The system power supply produces +9 VDC, +12 VDC, +24 VDC, and has a relay to turn on/off the jukebox lights, touch screen monitor, and bill acceptor. It has an IEC 320 power inlet, two 6A circuit breakers, two 4A fuses, and a power switch for service/repair of the jukeboxes parts. The power switch removes power from all components except the Core Computer and the Router.

### **Transformer Assembly**

Supplies power for the 250 Watt Digital Audio Amplifier and preamplifier, plus the system's DC power supply voltages +9 VDC, +12 VDC, and + 24 VDC.

### **Communication Controller**

Connects the Core Computer serial RS-232 COM1 port to the serial RS-485 modules. This also includes the coin switch interface. Provides push buttons for service mode, touch screen calibration, and rejecting a song.

### **Router**

This device provides the interface between the Core Computer and the broadband modem or satellite receiver. There is a one time configuration process to set this device for your particular Internet Service Provider (ISP). In addition to the port required for the Core Computer, there are three other ports provided for other devices.

### **Switch and Volume Control**

This unit controls the main power to the jukebox. It contains the Selection Reject Switch, the Volume Control Switch, the core computer's reset switch, the router reset switch and the ON-OFF switch. This switch controls the power to the lights and touch screen. The amplifier, router and core computer are unaffected.

**Preamplifier**

The preamplifier is mounted on top of the amplifier. It receives the audio signals from the audio card in the core computer and amplifies and conditions these signals before sending them on to the power amplifier. It also provides connections for the paging kit, (part number KOV-106-000-06 - not included) and 7-band tone controls for each audio channel.

**250-Watt Audio Digital Power Amplifier**

The 2-channel audio digital power amplifier is rated 250 watts (125 per channel) RMS into an 8 ohm load. The full volume output voltage is 32 volts.

The amplifier is protected against overloads and short circuits. Continuous severe overloads or shorts may shut down the amplifier (or a channel) but will not damage it. If the overload is removed a signal will reset the amplifier when the next selection plays.

**Output Transformers - MoD BoX Deluxe model only - available as a separate kit for standard model (part number KOV-106-000-05)**

The output transformers "step up" the power amplifier's output voltage for 70-volt extension speakers. They also provide screw connections for selecting different power levels for extension speakers and allow the use of lower impedance speaker connections (4 ohms minimum).

**Mars Bill Acceptor**

The AE2611 bill acceptor with a 700-bill stacker operates off 120 VAC input power and outputs its pulsed credit signal to the Communication Controller.

**Credit Card Reader**

By installing this optional kit (part number KOV-106-000-04), your MoD BoX will accept Visa and MasterCard transactions for \$5, \$10 or \$20 credits.

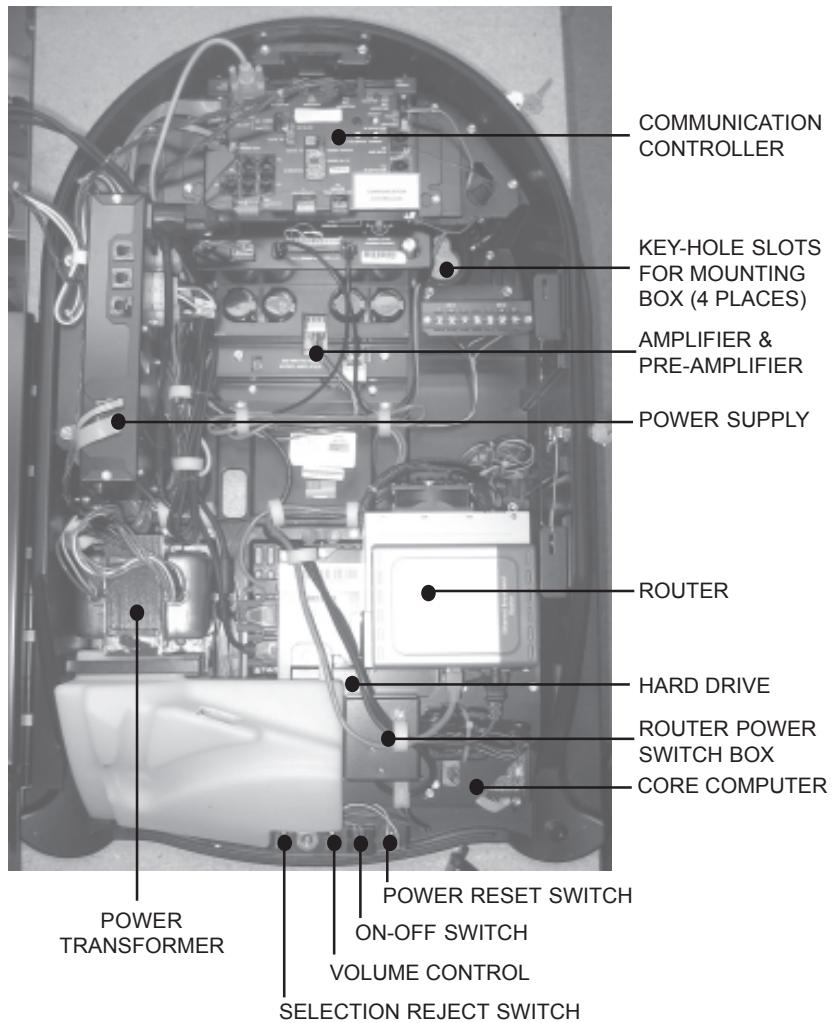


FIGURE 1-5 - MAJOR COMPONENTS

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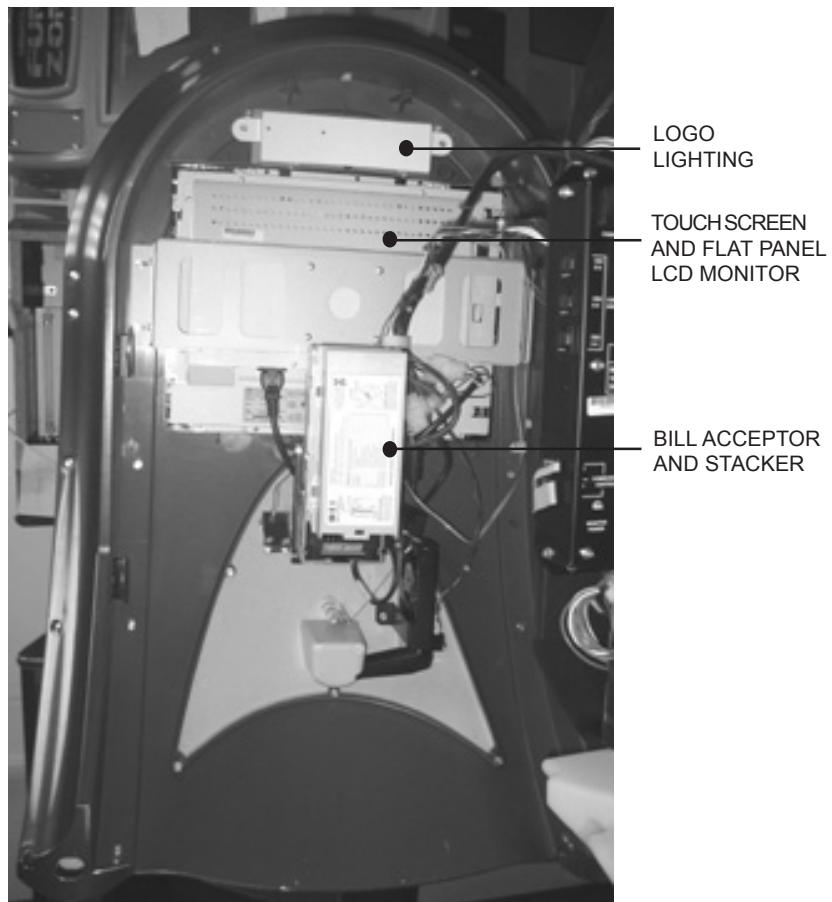


FIGURE 1-6 - MAJOR COMPONENTS

## MOD BOX SPECIFICATIONS

### GENERAL

Depth .....	13 in.
Width .....	24 in.
Height .....	36 in.
Power Requirements .....	120 VAC 60 Hz. 475 watts 4.8 amps
Pricing .....	See Credit Pricing Screen, in the MoD BoX User Manual
Bill Acceptor .....	Mars AE2611 w/700 Bill Stacker Accepts \$1, \$5, \$10, & \$20
Coin Acceptor .....	Imonex - Accepts 25¢
Credit Card Reader .....	Optional Kit - Magnetic Card Reader (KOV-106-000-04)
Touch Screen Monitor .....	15" LCD with ELO Saw touch screen

### SOUND SYSTEM

#### Core Computer

Type .....	16-bit Stereo
Frequency Response .....	20 to 20,000 Hz.
Channel Separation .....	90 dB @ 1,000 Hz.
Output .....	0.7 V (approx. depending on the album)

#### Power Amplifier (Second 1000-watt Stereo Amplifier is Optional)

250-Watt Stereo	
FTC Rating, 8-Ohm Loads @ .5% THD .....	250 watts RMS
with Output Transformer	
(standard in MoD BoX Deluxe or available as a kit - part number KOV-106-000-05),	
FTC Rating, 70V Lines @ .5% THD (125 per ch) .....	250 watts RMS

#### Preamplifier

Channels .....	Two
AVD Control Range .....	20 dB
Tone control is accomplished through a 7-band equalizer	

#### Selection System Capacity .....

300 Albums

#### Output Transformer (MoD BoX Deluxe model or available as a kit, part number KOV-106-000-05) .....

70 V line for extension speakers

#### System Frequency Response .....

40 to 20,000 ±4 dB

### FUSES AND CIRCUIT BREAKERS

#### System Power Supply

120 VAC (Transformer Primary Only) .....	Two 6-amp Circuit Breakers
24 VAC .....	4-amp Fuse
+12 VDC .....	4-amp Fuse

### LIGHTING

LED .....	Custom
-----------	--------

## POWER SYSTEM

Because of the way the MoD BoX operates, the Power Switch shown and described in Section 1 does not disconnect all power. Turning this switch OFF gives every outward appearance that the jukebox is off, but the amplifier system is left energized so that the paging system (if installed) still operates and the core computer is left on so that the dial-up modem kit (if installed) can still make its scheduled call(s) even if the jukebox is "turned off" for the day.

Therefore it is important to bear in mind that to completely disconnect all power you must either unplug the power cord at the wall, or if that is inconvenient it can be disconnected where it enters the jukebox at the Power Supply Board Assembly. See Figure 1-7.



FIGURE 1-7 - POWER SUPPLY BOARD ASSEMBLY

## Section 2: Network

### INTRODUCTION

In order to bring the AMI Entertainment® Network and the Internet to each location, a broadband connection or standard, modem dial-up connection must be installed at each site. Depending on the situation and availability, the line can be digital cable, wireless broadband, Digital Subscriber Line (DSL), or satellite providing fast Internet service.

Which of these technologies a site will use may depend on its geographic location and availability. The final line installation procedure will be slightly different for each technology. Prior to jukebox installation, the Operator will need to coordinate with the target establishment to select an optimum location for the line and to place an order with the broadband supplier that services that area.

#### **NOTE:**

Starting with Software Version 2.4.0 and above, the AMI Entertainment® Network can be accessed by jukeboxes using a standard modem dial-up connection. Contact your local distributor for information on dial-up connectivity kits for Jukeboxes.

## Where to Install the Designated Line and Router

With any broadband installation, additional equipment will have to be installed in the location. For a cable or DSL installation there will be a cable or DSL modem. For a satellite installation there will be a satellite receiver. This equipment should be placed in a secure area at the site. Preferably the modem/receiver would NOT be installed inside the Jukebox.



**NOTE:** The line will look like a standard wall jack in the location, no matter which technology is employed.

### Internet Wiring

The Internet line can be installed in any of the following:

- An indoor telephone closet (preferably on the same floor as the Jukebox)
- An indoor utility closet (preferably on the same floor as the Jukebox)
- Closet or office where other sound equipment is located
- Behind the bar
- Next to a utility switch box in a back room

### DO NOT install the line:

- Behind the Jukebox
- In a place where it is extremely difficult to route or replace a cable
- In a high traffic area where the Internet cable could be accidentally or maliciously disconnected

### Router

In order to make the installation process for the Operator as easy and smooth as possible, a router is included with your Jukebox. The Jukebox is shipped with a D-Link model DI-604 router.

The router can be relocated:

- Next to the designated line
- Next to other sound equipment in a closet, office, or behind the bar (avoid area where liquids might be spilled)
- Any location close to and between the jukebox and the broadband modem or satellite receiver

### DO NOT install the router:

- Where customers have access to it
- In an area where electronic components could be damaged
- Far from and/or with physical obstacles between it and the jukebox (on another floor, through doorways with closed doors, etc.)

## Router/Modem Power

Each AMI-powered jukebox is equipped with a special power outlet designed to supply 120VAC for the Router and your modem. The outlet is controlled by the jukebox core computer so that in the event the Internet connection is lost it can automatically cycle the power off and back on in an effort to allow those devices to re-establish the Internet connection. In addition, there is a push button switch provided so that you can perform a manual reset at any time.

This outlet should be used to supply the router and, if possible, the modem itself. This provides the maximum flexibility and capability with respect to keeping your jukebox on-line at all times.

If you decide to power the site's modem via this outlet, two 120V extension cords are provided with your jukebox. To make such a connection, disconnect the router's power supply from its factory position, plug the 6" "Liberator" cord into the outlet and then connect the router's supply and the 6 ft. extension cord into the two newly-created outlets. See Figure 2-1.

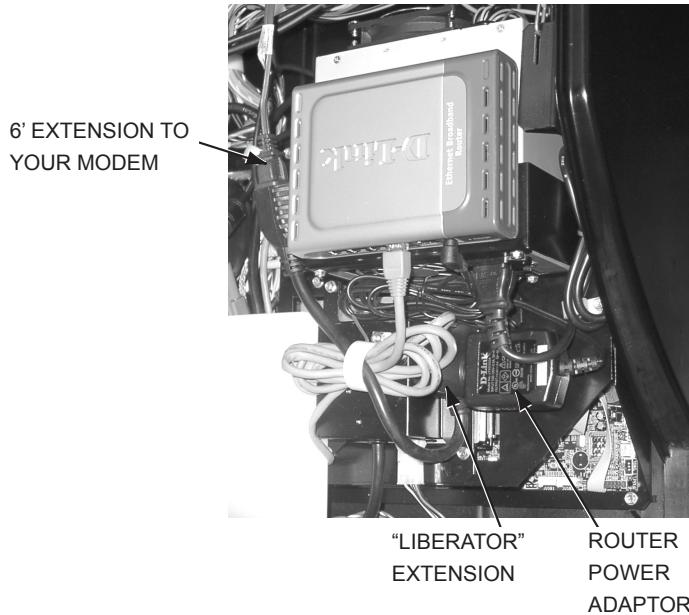


FIGURE 2-1 - ROUTER & ROUTER/MODEM POWER OUTLET

## The Router

### Introduction

The D-Link Router supplied with your jukebox provides two functions. It is the connecting point for the network in the location, and it distributes the Internet from the Modem to the jukebox and other devices. The connections between the router and the jukebox and other broadband equipment will be the same for all types of Internet technology.

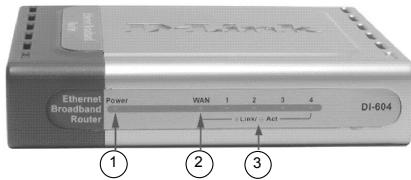


FIGURE 2-2 - FRONT VIEW OF D-LINK ROUTER

1. **Power Light** - A solid light indicates a proper connection to the power supply.
2. **WAN Light** - A solid light indicates connection on the WAN (Wide Area Network) i.e. the Modem. This LED blinks during periods of data transmission.
3. **Link/Act** - Local Network port lights (LAN Ports 1-4). A solid light indicates connection on to an Ethernet-enabled device (the jukebox). The LED flickers when the corresponding port is sending or receiving data.

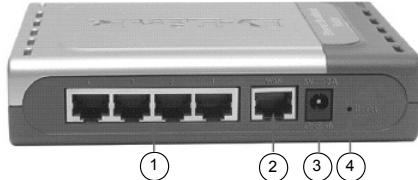


FIGURE 2-3 - REAR VIEW OF THE D-LINK ROUTER

1. **Local Area Network Ports (1-4)** - These are LAN port sockets (CAT5 Ethernet RJ-45 Cable). The LED glows steady when a port is connected to equipment on the local network.
2. **WAN Port** - This is where you connect the broadband equipment, such as the Modem or Satellite Receiver.
3. **Power Input** - Connect the included power adapter's output here.
4. **Hardware Reset** - This button is used to restore the DI-604 to its factory default settings.

## Ethernet Cable Pin Out and Instructions

Part of the jukebox installation process requires making a custom Ethernet cable, as the cable length will be unique for each location. This cable will be run between the jukebox and router. This customization will save costly cable and result in a neater installation process.

To install the cable you will need:

- Category 5 UTP cable (eight-conductor data cable with 4 pairs unshielded twisted wires)
- RJ-45 plugs and a Telco crimping tool
- Cable testing device (optional but recommended)

Refer to the following directions to make a "straight through" cable where pin 1 on one end corresponds to pin 1 on the other end.

1. Cut back 1" of the outer, plastic covering to reveal 4 twisted pairs and some insulation material. If you partially cut some of the wires, cut them all off and start over. Each pair is a solid color wire twisted with a striped white and same color wire.
2. Cut out the insulation material to the bottom of the removed plastic.
3. Untwist each pair no more than 1 cm and lay them flat together pinched between your fingers in the same order as shown in Figure 2-4.
4. Hold the 8 wires together and cut them at the top to make them all the same length. The length of the wires should be slightly shorter than the length of the connector so that the cut plastic just fits inside the connector.
5. Hold the RJ-45 Ethernet plug head in your other hand with the hook faced down. Slide the wires into the connector head. Make sure that the wires stay in the correct order and fit into their own slots. All wires must hit the end of the plug.
6. Slide the connector head into the RJ-45 crimping tool and squeeze down hard. Look at the side of the plug and check that the metal contacts went into the wires. If not, squeeze down again.
7. Repeat the above steps for the other end (same pin out scheme).
8. Use the cable testing device to ensure that the cable was built correctly.

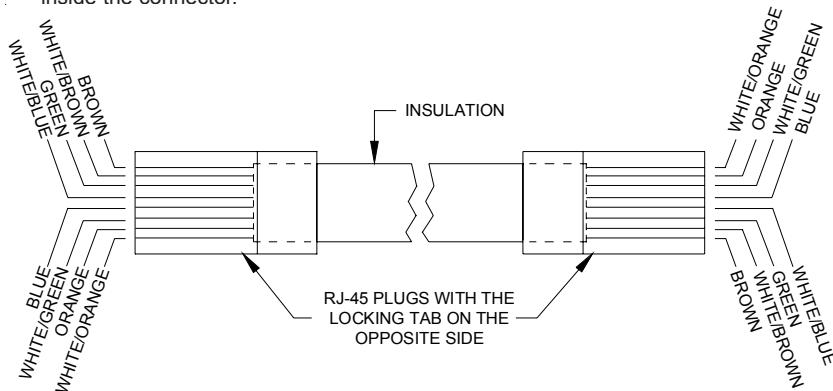


FIGURE 2-4 - ETHERNET CABLE

## Installing the Router

### Description

After the broadband installer has completed the installation and testing process, you will be ready to connect the router.

If you choose to leave the router in the jukebox, simply route an Ethernet cable from the modem or other broadband source into the rear of the jukebox and connect it to the WAN port on the router.

If you decide to relocate the router outside the jukebox, follow the steps below:

#### 1. Select a Location

Please see the 'Where to Install the Designated Line and Router' in section 2 for suggested locations.

#### 2. Mount or Place the Router

The best place to install the router is on a shelf or a ledge. If this is not possible, the box can be mounted to a wall. The underside of the box has two holes about 4-1/2" apart on a diagonal. Be sure that you can view the front of the box (non-plug side) where the signal lights are located.

#### 3. Connections

Connect a straight through CAT5 cable from the router port labeled WAN (see Figure 2-3) to the output jack of the broadband equipment. If the provided cable is not long enough, you can purchase a longer one or make your own.

#### 4. Power on the Router

Connect the AC power adapter's output plug to the back of the router labeled 5V-2A. Connect the other end to the Power Outlet in the jukebox (see "Router/Modem Power" in section 2). Use an extension cord if necessary. Different green lights may flash on the router, but should settle to 2 green lights labeled Power and WAN.

#### 5. Connect Router to Jukebox

Connect a straight through CAT 5 cable from the router port labeled 1 to the Ethernet jack on the core computer inside the jukebox. See previous page for more information about constructing and installing this cable.

## Programming the Router

### Introduction

The broadband installer should have left a document describing specific information required to connect to the Internet Service Provider (ISP). This document may have included a User Name and Password and/or several IP addresses. An IP address is a number used to identify an address on the Internet. This information will be used to program the router.

The software in the jukebox provides access to the router setup screens so that a laptop or other computer is not required for setting up the router.

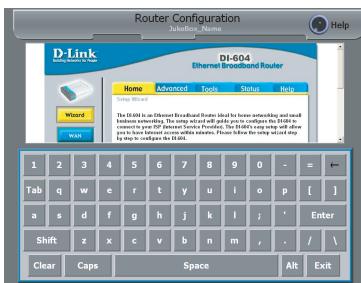


FIGURE 2-5 - ROUTER SETUP SCREEN

### Description

Be sure the broadband equipment and the router are powered up and the proper status LEDs on all equipment are lit. Power up the jukebox and wait for the User Interface to appear. Open the jukebox and press the SERVICE button on the Communication Controller board to enter the Service Mode. Touch the Hardware Setup button then touch **Router Setup**. The screen should look like Figure 2-5. If you get a "Page Not Found" error screen, see **Troubleshooting** for suggestions.

To change a value in the router, first touch the text box on the router setup view that is to be changed. This sets the focus to that text box. Touch keys on the keyboard displayed at the bottom of the screen to enter new data.



**NOTE:**

For security purposes several of the router configuration pages have been disabled including the Setup Wizard and the HELP page. Full access to all router configuration pages is still available but a laptop computer or other computer device will have to be used. If the router is configured using a different computer and the Administrator password is changed or the default IP address of the router is changed, you will no longer be able to use the jukebox software to access and program the router.

## Procedure

Generally, all router setup can be done from just one router setup screen. Touch the WAN button on the left side of the router Home setup screen to display the WAN Settings page.

Chances are your configuration will be one of the three primary router setup configurations: Dynamic IP, PPPoE, or Static IP. Your specific type of configuration will require different information, all of which your broadband installer should have left at the location after installing the broadband line.

**Dynamic IP – (Used by most cable modems) See Figure 2-6.**

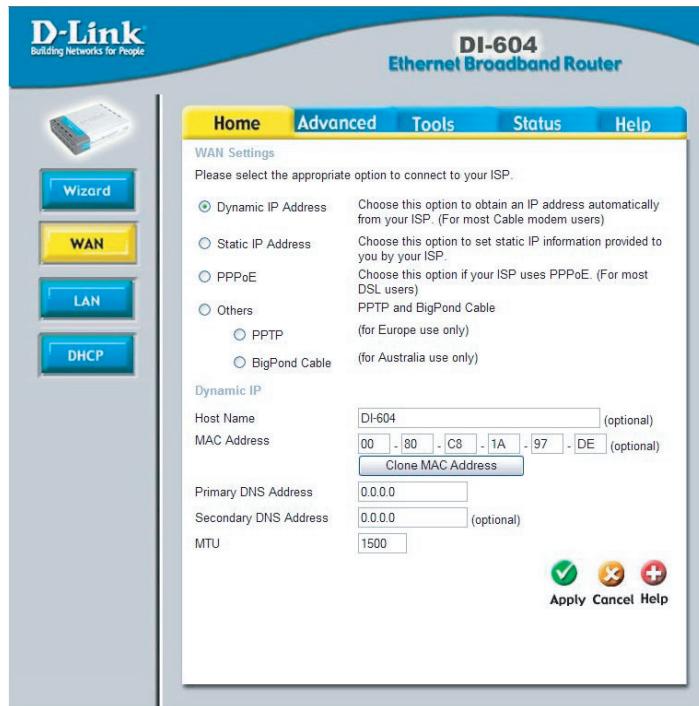
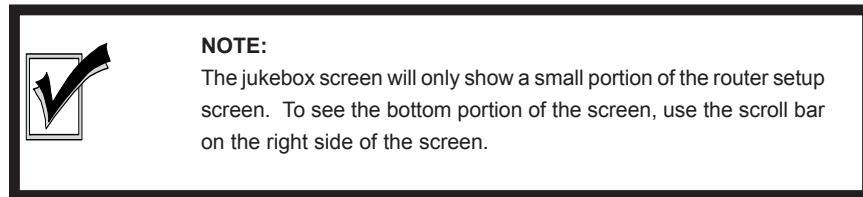


FIGURE 2-6 - DYNAMIC IP ADDRESS EXAMPLE SCREEN



#### **Comcast (formerly AT&T Broadband Internet)**

Look over your Broadband Internet paperwork for the “Adapter Address” or “MAC Address” and copy it down. If you do not find it, do the following: Go back to the Main Menu and choose **Diagnostics** then choose **System Information**. Look for the MAC Address and copy down the number. The MAC Address will be six two digit numbers where the digits can be 0-9 and A-F.

After you have the Adapter Address, go to the Router Setup screen and select the Radio Button next to Dynamic IP Address. Then find “MAC Address”. Touch the first box for the first two digit number. Type in the MAC Address digits that you wrote down earlier and then touch **Apply check mark** at the bottom of the screen. Be sure to enter all six pairs of numbers. Touch the **Apply check mark** at the bottom of the screen.

#### **Cox**

Look on your Cox paperwork or call Cox and find out what your “Domain Name” is. After you have the Domain Name, go to the Router Setup screen and select the Radio Button next to Dynamic IP Address and find “Host Name”. Touch the text box then type in the Domain Name from your paperwork. Touch the **Apply check mark** at the bottom of the screen.

#### **Time Warner Roadrunner**

Look on your Time Warner paperwork or call them to find out what the “Domain Name” is. After you have the Domain Name, go to the Router Setup screen and select the Radio Button next to Dynamic IP Address and find “Host Name”. Touch the text box then type in the Domain Name from your paperwork. Touch the **apply check mark** at the bottom of the screen.

#### **NOTE:**



A select few Time Warner's register the MAC Address. If this is so, do the following: Go back to the Jukebox Main Menu screen and choose **Diagnostics** then choose **System Information**. Look for the MAC Address and copy down the number. The MAC Address will be six two digit numbers where the digits can be 0-9 and A-F. After you have the MAC Address, go back to the Router Setup screen and find “MAC Address”. Touch the first box for the first two digit number. Type in the MAC Address digits. Be sure to enter all six pairs of numbers. Touch the **Apply check mark** at the bottom of the screen.

**PPPoE - (Used by many DSL modems) See Figure 2-7.**

Ameritech  
Bell South  
Earthlink  
PacBell  
SBC  
Verizon East (formerly Bell Atlantic)

Look on your broadband provider paperwork or call them to find out what the "User Name" and "Password" is. After you have the User Name and Password, go to the Router Setup screen and select the Radio Button next to PPPoE. Touch the box next to User Name and type in the User Name. Touch the box next to Password and type in the password. Touch the box next to Retype Password and type in the password again. Touch the "Apply" button and you are ready to go!

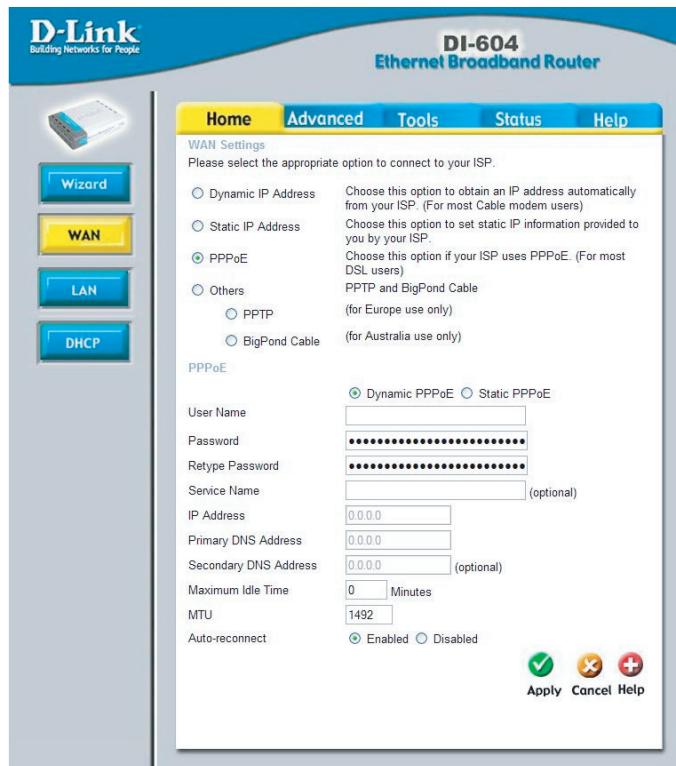


FIGURE 2-7 - PPPoE EXAMPLE SCREEN

### Static IP

Look on your broadband provider paperwork or call them to find out what the "IP Address" and "Subnet Mask" is. They may also require you to enter other numbers as shown on this configuration screen. After you have this information, go to the Router Setup screen and select the Radio Button next to Static IP Address. Touch the box next to IP Address and type in the IP Address. Touch each box and enter the information as received from your broadband provider. Touch the **Apply** button and you are ready to go!

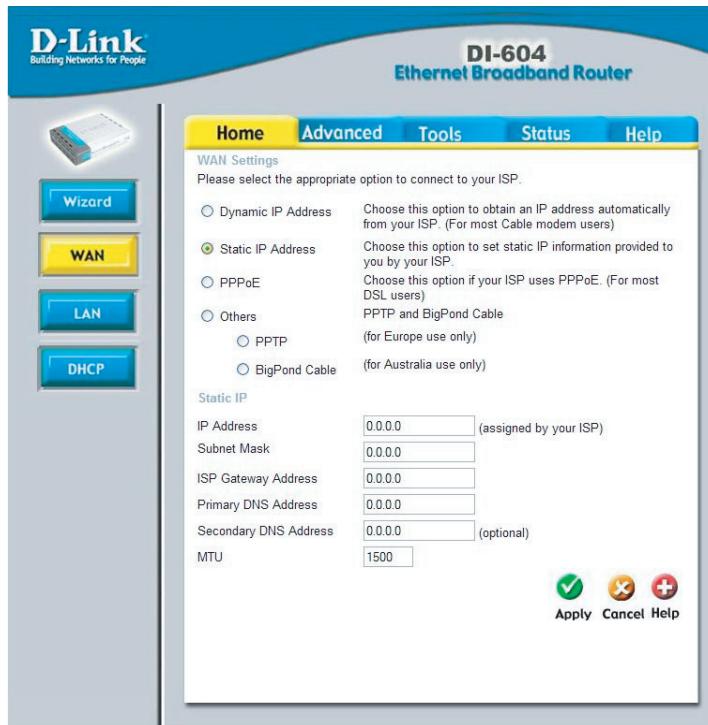
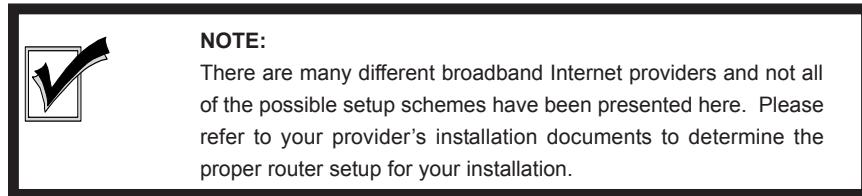


FIGURE 2-8 - STATIC IP EXAMPLE SCREEN



## Section 3: Installing Hard Drive and Testing

### INSTALLING THE HARD DRIVE

#### CAUTION



Hard drives are extremely sensitive to physical mishandling. Always keep the hard drives protected from accidental falls, banging, dust, or liquids.

#### WARNING



Never install or remove a hard drive when the unit is powered on. As an extra precaution, always unplug the power cord at the power supply before removing or installing the hard drive.

The following steps describe how to install a hard drive in the jukebox.

1. Unlock the jukebox and open the front door. Unplug the line cord at the wall or at the power supply as described above.
2. **Deluxe model only:** Remove the 4 screws securing the amplifier accessory board and set the board aside. Then, remove the 4 screws securing the power supply and router bracket and set the assembly aside.
3. Unplug the router power cable and Ethernet cable (see Figure 3.1). Then, remove the 4 screws securing the router's power switchbox. Be careful when removing the switchbox as there are spacers underneath.
4. Loosen the 4 screws securing the hard drive tray, slide it to the right, and remove the tray (see Figure 3-2). Using the 4 screws taped to the tray or found in the Handy Case, mount the hard drive as shown in Figure 3-3.
5. Attach the power supply and IDE cable to the hard drive as shown in Figure 3-4. Make sure both headers are firmly seated.
6. Place the completed assembly back onto the 4 mounting screws, slide it to the left and tighten the screws. Be sure the IDE cable doesn't interfere with any other motherboard components.
7. Replace the spacers under the router's power switchbox, and resecure the switchbox with the 4 screws removed in step 3. Reconnect the power supply and router power cables along with the router's Ethernet line(s).
8. **Deluxe model only:** Replace the 4 screws securing the power supply and router bracket. Then, replace the 4 screws securing the amplifier accessory board.
9. Close the front door and plug in and turn on the jukebox.

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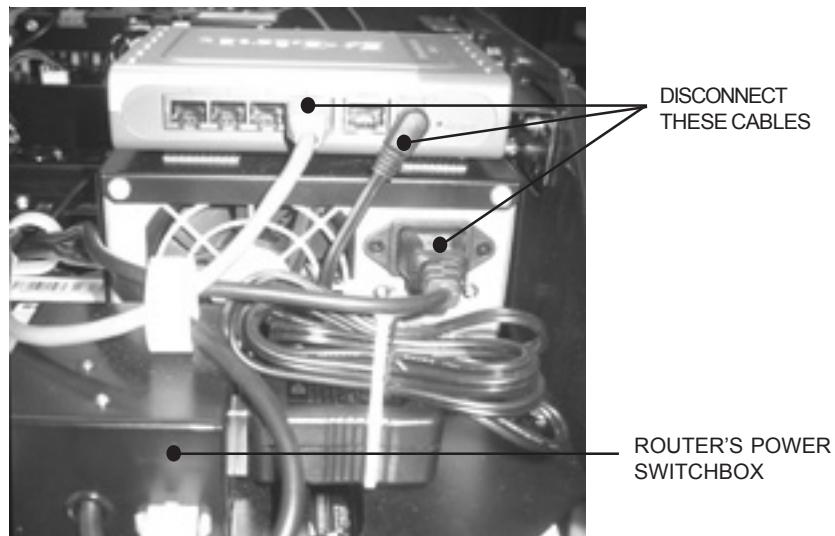


FIGURE 3-1 - LINE CORD LOCATION TO COMPLETELY DISCONNECT POWER

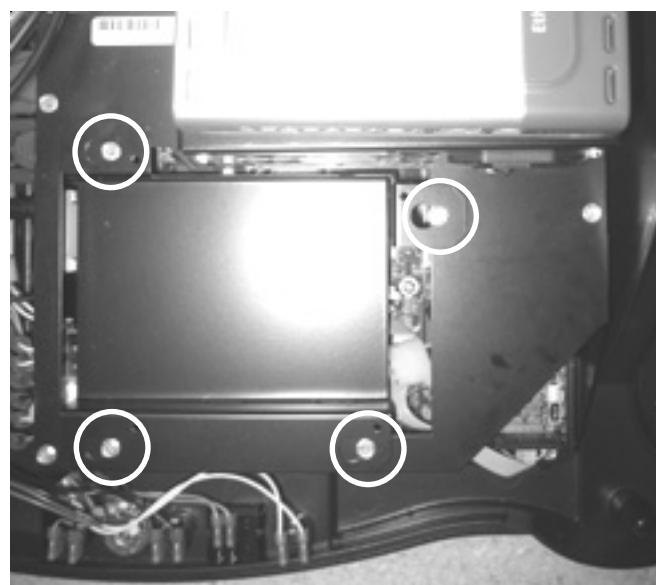


FIGURE 3-2 - FOUR SCREWS SECURING HARD DRIVE TRAY

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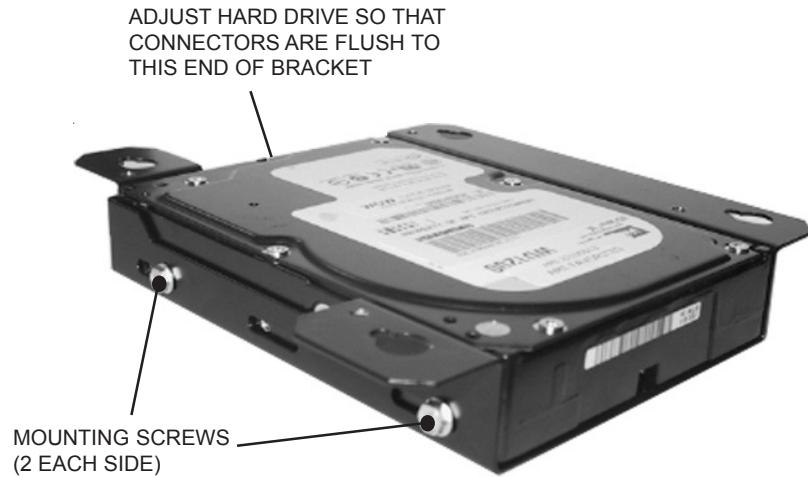


FIGURE 3-3 - HARD DRIVE MOUNTED TO TRAY

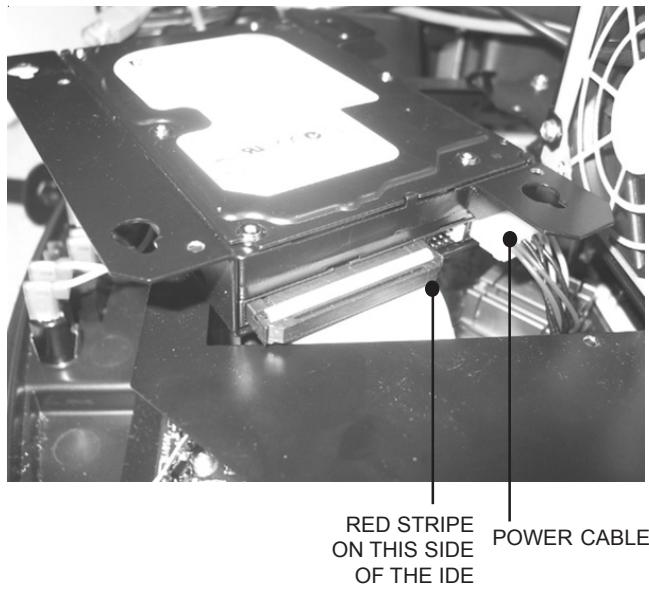


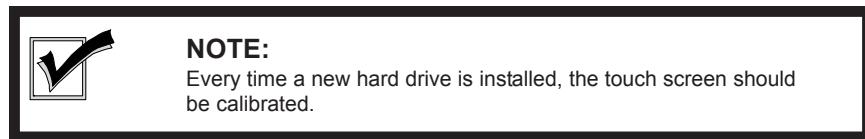
FIGURE 3-4 - IDE AND POWER CABLE ATTACHED TO HARD DRIVE

## TESTING THE UNIT

Once the jukebox is powered on and the user interface is running (see Figure 3-7), try the following procedures before moving and installing the unit at the venue:

### *Peripherals*

#### TOUCH SCREEN



The following procedure describes how to calibrate the touch screen:

1. Press the “Calibrate” button on the Communication Controller (see Figure 3-5).  
Press the button in once to launch the calibration program. This will override the application while the program runs. See Figure 3-6 for a picture of the calibration program interface.
2. Close the jukebox top door and make sure it is locked.
3. Follow the directions on the screen, touching the center of the targets, then touching “YES”.

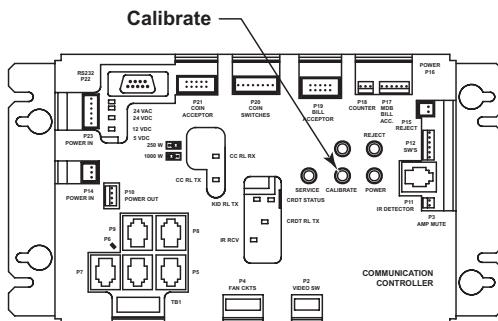


FIGURE 3-5 - COMMUNICATION CONTROLLER - CALIBRATE LOCATION



FIGURE 3-6 - CALIBRATION SCREEN

### BILL ACCEPTOR

Insert a dollar bill in the jukebox and check that the increment in credits available corresponds with the pricing scheme for the jukebox.

## AUDIO TEST

Connect a pair of speakers as described in Section 4.

Play a local music selection by following the procedure below.

Browse through album covers on the local jukebox by touching the red arrow keys on either side of the panel showing the album covers. To view the songs on an album, touch the album and the song list will appear. Scroll down or up with the double arrows to view all songs on the album. Make a song selection by touching the song title. Confirm your selection by touching the "YES" box. The song will be selected as long as there is at least 1 credit under "Credits" in the top right-hand corner of the screen.



FIGURE 3-7 - JUKEBOX USER INTERFACE

## MUSIC SELECTION AND PRICING

See the included "MoD BoX User Manual" to understand how to use all of the features associated with the User Interface.

The local music selection and pricing were pre-configured for each hard drive.

**NOTE FOR OPERATORS PRETESTING THE JUKEBOX IN THEIR OWN FACILITIES:**

 Any features in the application associated with the network – such as the "Music On Demand" feature, which accesses all songs in the AMI Entertainment® music library, will not work unless the jukebox is connected to the Internet. See Section 2 for setup information.

### ***Connection Rules***

The first time you boot up the MoD BoX with your hard drive, a 60-day grace period will begin. If at the end of these 60 days your jukebox has not connected to the AMI Entertainment® Network to validate it's licenses, the computer will cease to operate.

After the jukebox has made it's initial connection to the AMI Entertainment® Network, it must continue to connect at least once every 7 days to validate it's licenses or it will cease to operate.

## Section 4: Sound System Setup

### INTRODUCTION

See Section 2 if you have any questions about setting up the Network, or consult the included “*MoD BoX User Manual*” for questions about jukebox operation.

#### Extension Speaker Operation

To avoid a poor-sounding jukebox, care must be taken when adding extension speakers. Two requirements must be met:

1. Speakers must be wired so that the power consumed does not exceed the amplifier power rating.
2. All speakers must be connected with the correct polarity.

#### 70-Volt Speakers

To avoid prohibitive cable losses on long speaker lines (over 100 feet), use 70 V speakers. This can only be done if you add the Output Transformer (standard in the Deluxe model, or available as a kit, part number KOV-106-000-05). The power level in the 70 V speakers is set at each speaker. 250 watts is provided for 70 V speakers by A1, A2 connections on the audio output transformer assembly.

The power level in the 70 V speakers is set at each speaker. 250 watts is provided for 70 V speakers by A1, A2 connections on the audio output transformer assembly.

#### Low Impedance Speakers

Low impedance speakers (8-ohm or higher) can be used when the connecting cable is less than 100 feet.

#### 8-Ohm Speakers (Parallel Connections)

No more than one 8-ohm speaker should be connected to a speaker line. If several 16-ohm speakers are to be used, each speaker should have its own line. The loss in 100 feet of 18 gauge zipcord feeding an 8-ohm speaker is 15%.

### SOUND SYSTEM SETUP

#### Acoustical Compensation (Equalizer Tone Controls)

The preamplifier contains seven tone controls on each channel to compensate for room acoustics in various locations. These controls are on the amplifier chassis. The sound level at which the jukebox will be operated and the room furnishings determine the settings of these controls.

A room with carpet and drapery is a soft or highly absorbent location. A crowded room is also highly absorbent. These locations require greater emphasis of high frequencies.

A room with paneled walls and a bare or tiled floor is a hard, nonabsorbent location, which requires greater low frequency emphasis.

Regardless of the room acoustics, the high and low frequency characteristics of your speakers can influence the equalizer settings as much or more than the room acoustics.

#### **What The Equalizer Does**

The equalizer controls the tone for seven specific tone ranges. The frequency for each range is printed next to each equalizer control.



#### **IMPORTANT**

Each of these controls can limit the maximum volume for its range by as much as 75%. This means that if a control is set to minimum, that the maximum power available for that range is only about 32 watts. If all of the graphic equalizer controls are set to minimum, then the jukebox will produce no more than approximately 32 watts of its 125 watt capacity per channel.

#### **Equalizer Settings**

These equalizers work equally well for stereo and mono sound and may be used with single and dual volume controls.

The settings will give a good sound for a room with the matching acoustics (highly absorbent, moderately absorbent, nonabsorbent). Set the right and left channel equalizer controls to the positions that match the room described (or most closely described). These settings may be just right, or they may not sound 100% right to you. If the sound is not satisfactory, make small changes in the settings until the sound is just the way you want it.

#### **If the Room or Speaker System Requires a Trade-Off**

The equalizer limits the volume of all of the audio frequencies. Therefore, to achieve the best sound for a specific room or set of speakers, you may find that most of the graphic equalizer controls need to be turned down. In this situation, the overall jukebox volume may not be adequate. If you find that you have this situation, increase each graphic equalizer control slightly until the jukebox produces the required volume.

### Procedures for Adjustment

Select one of the Room Acoustics that most closely matches the acoustics of your room and follow the instructions for that room type. If your room is an average or moderately absorbent room, or you like the sound of the jukebox, you can use the factory settings just the way they are.

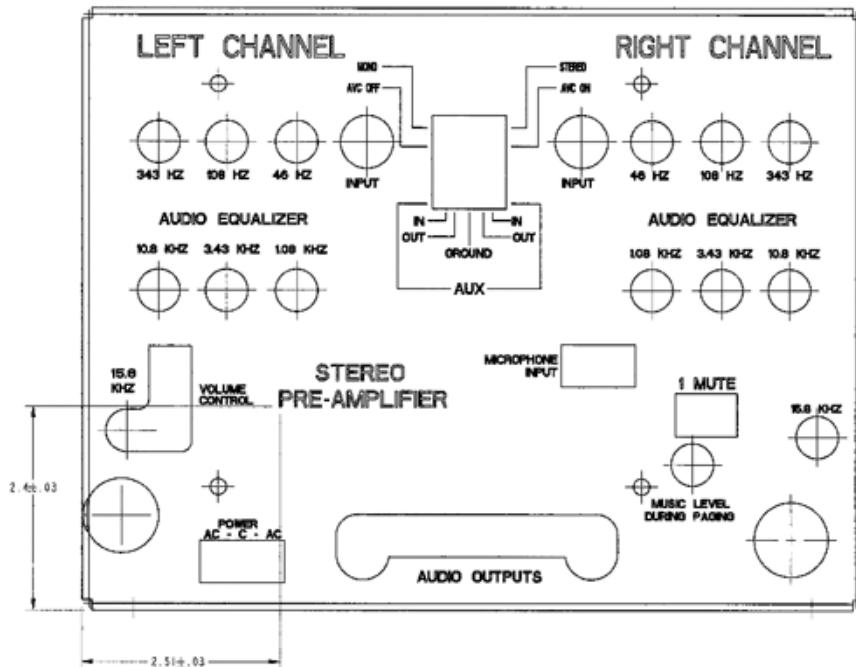
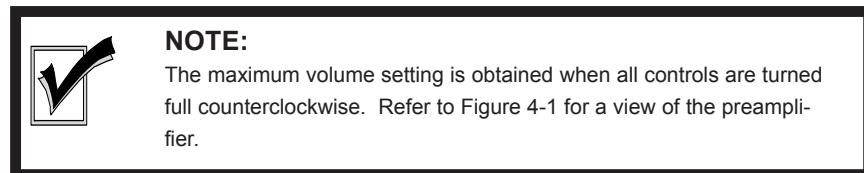


FIGURE 4-1 - VIEW OF PREAMPLIFIER

### **Soft and Highly Absorbent Rooms**

Rooms with carpet and drapery are considered to be "soft and highly absorbent."

1. Turn all seven right channel and seven left channel graphic equalizer controls fully counterclockwise.
2. Turn the 46 and the 108 Hz controls to the position midway between the maximum and the minimum position. Leave all of the other controls turned all the way counterclockwise.
3. Play a selection and turn the controls slightly (no more than 1/8 of a turn at a time) until the sound is acceptable. Be sure that the jukebox volume is adequate. If the volume is not adequate, turn each control up (counterclockwise) slightly until the volume is satisfactory.

### **Average or Moderately Absorbent Rooms**

These are the factory settings.

1. Turn all seven right channel and seven left channel graphic equalizer controls fully counterclockwise.
2. Play a selection and turn the controls slightly (no more than 1/8 of a turn at a time) until the sound is acceptable. Be sure that the jukebox volume is adequate. If the volume is not adequate, you will need to turn each control up (counterclockwise) slightly until the volume is satisfactory.

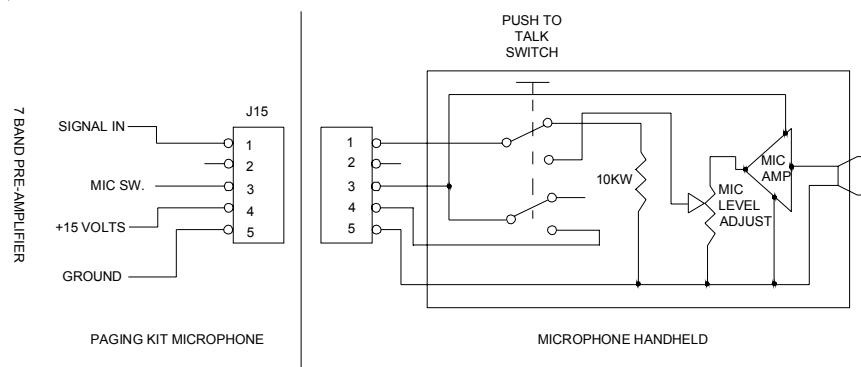
### **Hard or Non-Absorbent Rooms**

Rooms that are paneled and have bare or tiled floors are considered to be "hard or nonabsorbent."

1. Turn all seven right channel and seven left channel graphic equalizer controls fully counterclockwise.
2. Turn the 15.8 kHz control all the way clockwise.
3. Turn the 10.8 kHz control to the position midway between the maximum and minimum position. Leave the 46 Hz, 108 Hz, 343 Hz, 1.08 kHz, and 3.43 kHz controls turned all the way counterclockwise.
4. Play a selection and turn the controls slightly (no more than 1/8 of a turn at a time) until the sound is acceptable. Be sure that the jukebox volume is adequate. If the volume is not adequate, you will need to turn each control up (counterclockwise) slightly until the volume is satisfactory.

## PAGING

Paging kits (part numbers KOV-106-000-06, -09, or -10) are available to provide this function. They include a handheld microphone, an interface assembly and certain kits include 50 ft. of cable which connects at J15 of the preamplifier. The interface includes a microphone volume control adjustment and the system works with a control on the preamp - "Music Level During Paging" - to provide the location the ability to customize paging according to their own preferences.



## SPEAKER SYNOPSIS

### 250 Watts of RMS Power per Amplifier or 125 Watts per Channel

The maximum load per channel is 125 watts.

The generic speaker wiring diagrams cover 2 to 8 speakers. Diagram 1 has a 2-speaker layout. If you only want the 2-speaker layout, then the maximum output of each speaker would have to be rated 8 ohms and capable of 150 watts.

**Question:** Why a 150 watt rating on the speaker?

**Answer:** Safety factor/life of speaker

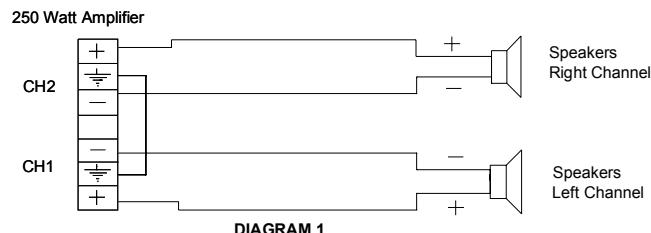
These speakers are expensive, providing a lot of sound in a localized area which does not necessarily optimize the room sound.

A better way to distribute the sound is by adding more speakers. Diagram 2 has a layout of 4 speakers at 4 ohms each and only having a rating of 75 watts each, which includes a safety factor. The expense factor should now be less for each speaker.

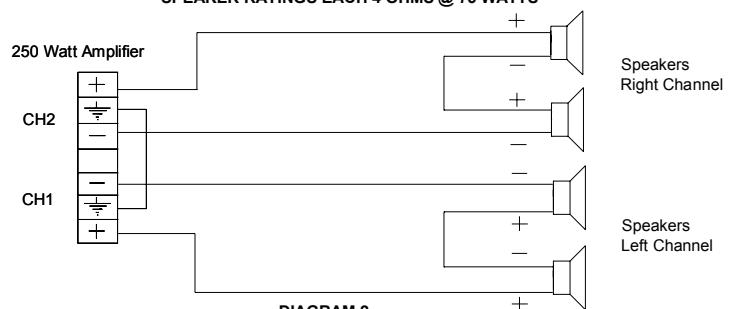
For a really big room, Diagram 3 may be the best scenario. Diagram 3 shows a series/parallel hookup with up to 8 speakers. The advantage is the ratings are 8 ohms at only 35 to 40 watts each. Thus giving you a lot of sound at a reasonable price. To ensure the speakers work correctly, the 2 wired in series should be of the same make and model. Different models wired in series will not give equal outputs, and the frequency response may degrade sound quality.

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**SPEAKER RATING EACH 8 OHMS @ 150 WATTS**

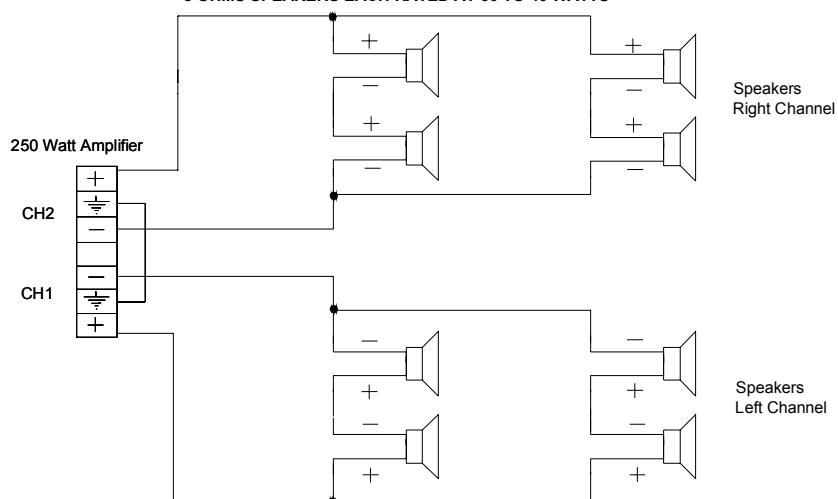


**SERIES CONNECTIONS**  
**SPEAKER RATINGS EACH 4 OHMS @ 75 WATTS**



NOTE: FOR BEST SOUND, SPEAKERS WIRED IN SERIES SHOULD BE OF THE SAME MAKE AND MODEL.

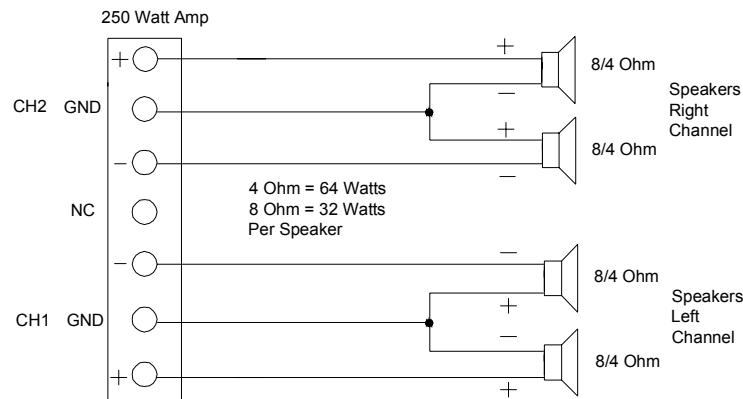
**SERIES/PARALLEL CONNECTIONS**  
**8 OHMS SPEAKERS EACH RATED AT 30 TO 40 WATTS**



NOTE: FOR BEST SOUND, SPEAKERS WIRED IN SERIES SHOULD BE OF THE SAME MAKE AND MODEL.

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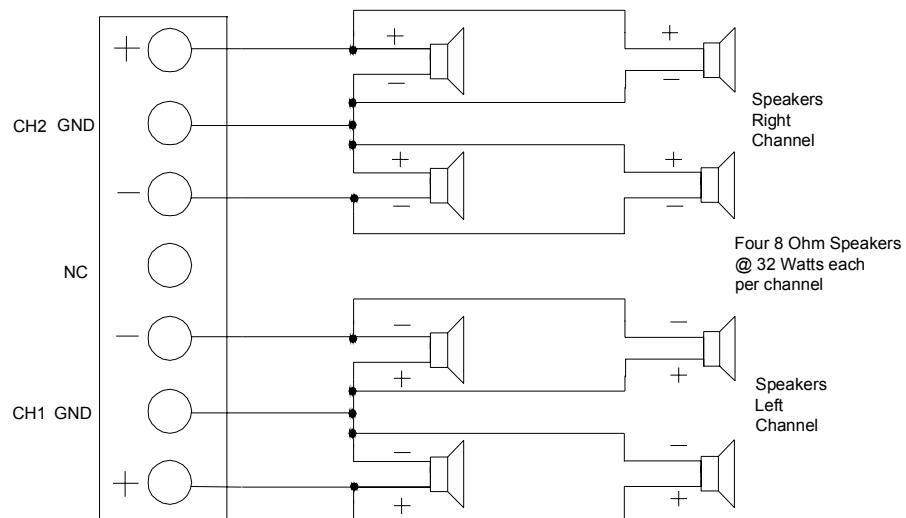
**CONNECTIONS FOR EITHER  
4 OHMS SPEAKERS OR 8 OHM SPEAKERS**



**DIAGRAM 4**

NOTE: FOR BEST SOUND  
SPEAKERS WIRED IN SERIES  
SHOULD BE OF THE SAME  
MAKE AND MODEL.

**PARALLEL CONNECTIONS  
FOR 8 OHM SPEAKERS**

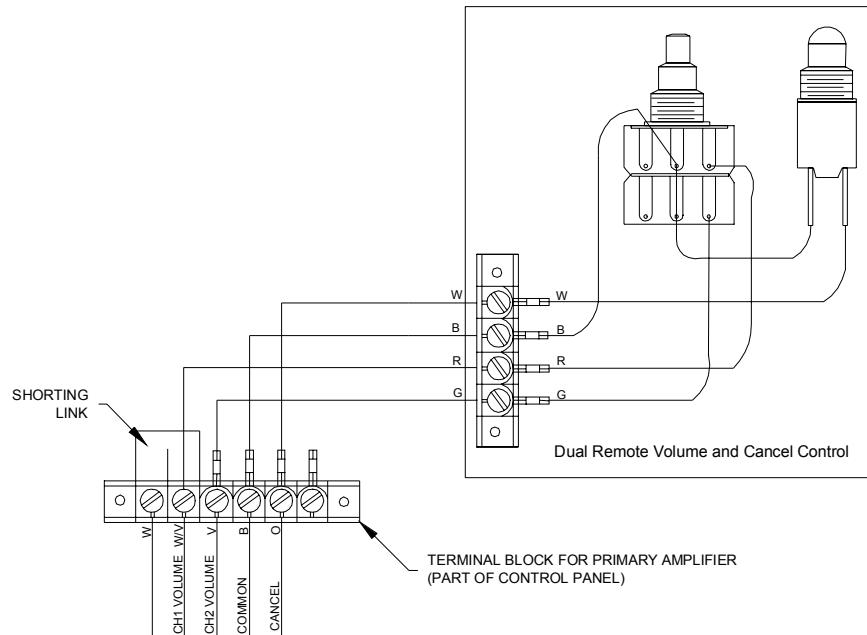


**DIAGRAM 5**

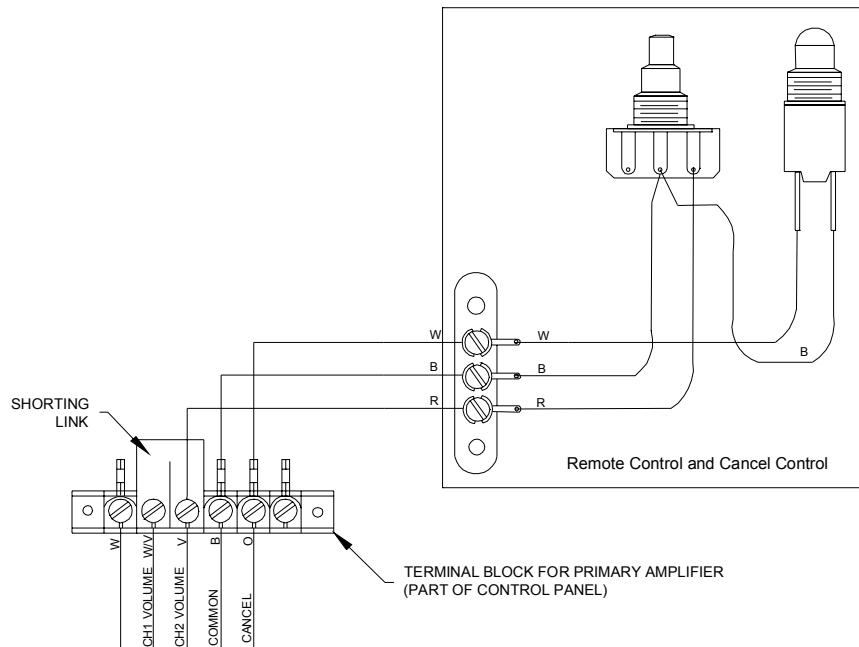
NOTE: FOR BEST SOUND  
SPEAKERS WIRED IN SERIES  
SHOULD BE OF THE SAME  
MAKE AND MODEL.

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### DUAL VOLUME CONTROL 4-WIRE



### SINGLE VOLUME CONTROL 3-WIRE



## Section 5: Perimeter Lighting Controller

If your MoD BoX includes the optional perimeter lighting on the door, there are operational adjustments and pattern options that can be used. This section describes the available options and explains how to program these options using the Lighting Controller that is mounted on the back of the monitor (see Figure 5.1).

There are two push button switches on the LED Controller. One switch controls the "PATTERN", and the other switch controls the "BRIGHTNESS".

The "PATTERN" option has 5 different settings. Push and release the "PATTERN" push button to move between the settings. The settings are:

- #1. BRIGHTNESS CONTROL (Light is on and remains at a constant level)
- #2. FLASHES ON AND OFF AT THE PRESET BRIGHTNESS (See below)
- #3. FLASHES ON AND OFF AT FULL BRIGHTNESS
- #4. REPEATING FADE IN AND OUT AT: PRESET... OFF... PRESET BRIGHTNESS (See below)
- #5. REPEATING FADE IN AND OUT AT: FULL... OFF... FULL BRIGHTNESS

Pushing the "PATTERN" push button again repeats the sequence from #1.

The BRIGHTNESS option presets the brightness at a level lower than the maximum brightness possible. If your jukebox is in a location where full brightness is too high, preset the brightness to a lower level and choose either PATTERN #1, #2 or #4.

To change the preset maximum brightness, proceed as follows:

Push and release the "PATTERN" push button until the light is steady (not fading or blinking). This is PATTERN #1. Next, press and hold the "BRIGHTNESS" push button: the light output will either increase or decrease toward the maximum or minimum level. Hold the push button until the brightness level is at either maximum or minimum - then release it. Press and hold the "BRIGHTNESS" push button after reaching either endpoint to change the brightness in the opposite direction. Regardless of which direction the brightness is changing, when the desired maximum brightness is reached, release the push button and that level will be used as the PRESET brightness.

Now use the PATTERN push button to choose the desired operating PATTERN.

You may leave the PATTERN at the #1 setting for a steady light level.

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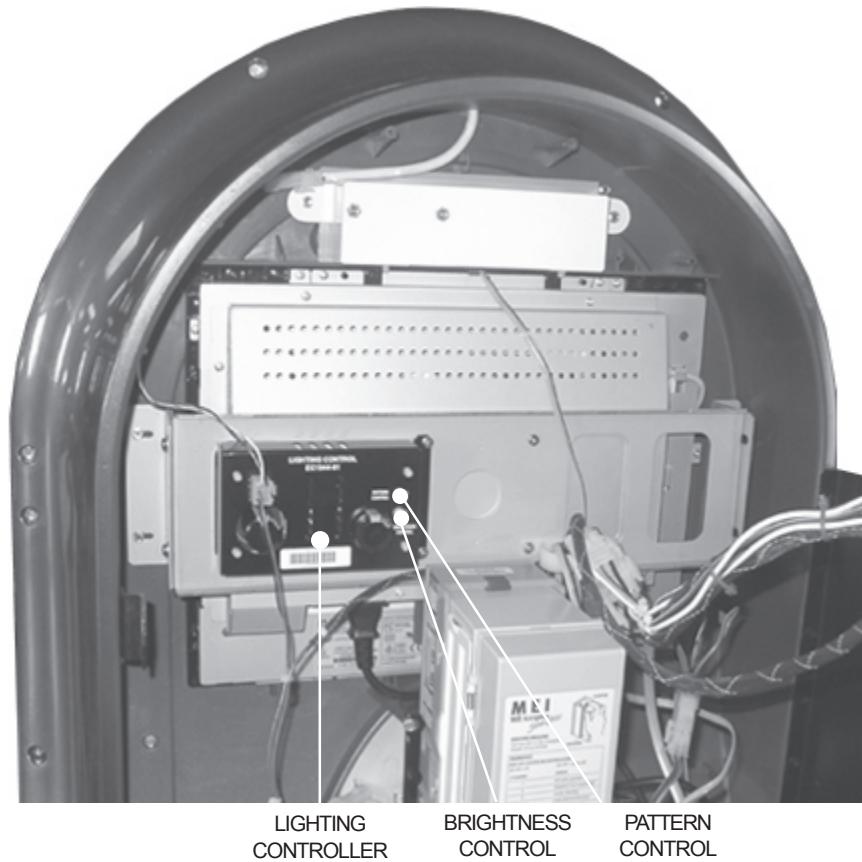


FIGURE 5-1-LIGHTING CONTROLLER ON MOD BOX DOOR

## **Section 6: Routine Service**

### **INTRODUCTION**

Routine and preventative maintenance is to be performed on your normal periodic service call. This section discusses how to collect money, perform the cash audit, and do preventive maintenance procedures. Setup features such as Background Music, Free Play, etc. and statistics collection, such as Collection and Popularity Reports, are done at the jukebox. Certain tasks are done by using the AMI Entertainment Web site via the Internet. Log in to [www.amientertainment.net](http://www.amientertainment.net) and following the on-screen instructions to add/delete local music, view the current status of your jukebox(es) and view revenue and popularity statistics. The User ID and a Password is obtained when the Operators Contract is signed.

## PREVENTIVE MAINTENANCE

Preventive maintenance should be performed at regular intervals. At every visit, the exterior should be cleaned and the touch screen should be re-calibrated. Every 3-4 months, the interior should be cleaned.

### Exterior

Part	Procedure
Touch Screen	<p>Clean with household glass cleaner and paper towel or clean cloth.</p> <p><b>CAUTION: DO NOT SPRAY CLEANER ON THE TOUCH SCREEN. SPRAY CLEANER ON THE TOWEL, THEN CLEAN THE TOUCH SCREEN.</b></p> <p>After cleaning the touch screen it may not respond to touch for a few seconds.</p>
Cabinet and Lens	Cloth moistened in water with any mild cleaning product.
Calibration	Please see the following procedure.

### Touch Screen Calibration

The following procedure describes how to calibrate the touch screen:

1. Power on the MoD BoX jukebox and boot up the application.
2. Open the front door of the jukebox.
3. Locate the “Calibrate” button on the Communication Controller (see Figure 3-6).  
Press the button once to launch the calibration program. This will override the application while the program runs. See the screen display below.
4. Close the front door and make sure it locks.
5. Follow the directions on the screen, touching the center of the targets, then touching “YES”.



FIGURE 6-1 - CALIBRATION SCREEN

## Section 7: Troubleshooting

### INTRODUCTION

The MoD BoX Jukebox incorporates several modules which plug in for rapid service. The most likely cause of jukebox problems are:

1. Continuous or intermittent opens in a harness. The cause can be wiring, a terminal, or a bad terminal crimp.
  - Check that all plugs are firmly seated.
  - Check that connector pins are not bent, broken, or pushed through the back of connectors when mated.
2. A defective module. Troubleshooting procedures are directed at module replacement, not repair.

A summary of the functions for each of the jukebox's replaceable modules is in Section 1.

The troubleshooting topics presented in this section are:

- The MoD BoX's LED's are described and can help you isolate a problem.
- Wiring diagrams (see Figures 7-2 through 7-5) to help you isolate the problem to a harness or a module.
- Modular Troubleshooting Charts that list the Trouble, Symptom, and Probable Cause.

## MOD BOX LED'S

### POWER SUPPLY BOARD

#### +9 V LED

Should be on. On when +9 VDC is available at the Power Supply.

#### +12 V LED

Should be on. On when +12 VDC is available at the Power Supply.

#### +24 V LED

Should be on. On when +24 VDC is available at the Power Supply.

#### VALID IR LED (optional) (mounted remotely)

On POWER UP (+9 VDC applied to the COMMUNICATION CONTROLLER via the POWER SUPPLY) this LED flashes 3 times. It also flashes when a VALID IR Remote signal is seen.

### COMMUNICATION CONTROLLER

#### 5 VDC, 12 VDC, 24 VDC, and 24 VAC LED's

Should be on. On when there is power to the COMMUNICATION CONTROLLER.

#### IR RCV LED

Flashes whenever any IR signal is seen by the IR RCVR (optional). May flash due to ambient light.

#### KID RL TX LED

Should be flashing \*\*. Flashes when the COMMUNICATION CONTROLLER sends an RL signal back to CORE COMPUTER. Rate is approximately ten times per second.

#### CC RL RX LED

Should be flashing\*\*. Flashes when COMMUNICATION CONTROLLER receives a RL signal from one of the RS-485 bus devices. Appears almost continuously on (rate is more than 20 times per second).

#### CC RL TX LED

Should be flashing \*\*. Flashes when Communication Master Commands are sent from the Computer Core. Appears almost continuously on (rate is more than 20 times per second).

#### CRDT RL TX LED

Should be flashing \*\*. Flashes when the COMMUNICATION CONTROLLER sends a RL signal back to the CORE COMPUTER. Rate is approximately once per second.

#### CRDT STATUS LED

Will flash when a coin is inserted and the CRDT RL TX LED is flashing. May or may not flash when coin is inserted if the CRDT RL TX LED is not flashing.

*\*\* When the COMPUTER CORE ASSEMBLY is powered up, then it may take several minutes for the LED's to start flashing.*

## COMPUTER CORE ASSEMBLY

### +5 V LED (GREEN)

This should be lit whenever the jukebox is connected to 120 VAC service.

### HDD LED (RED)

This LED should be lit only when the hard drive is being accessed by the computer.

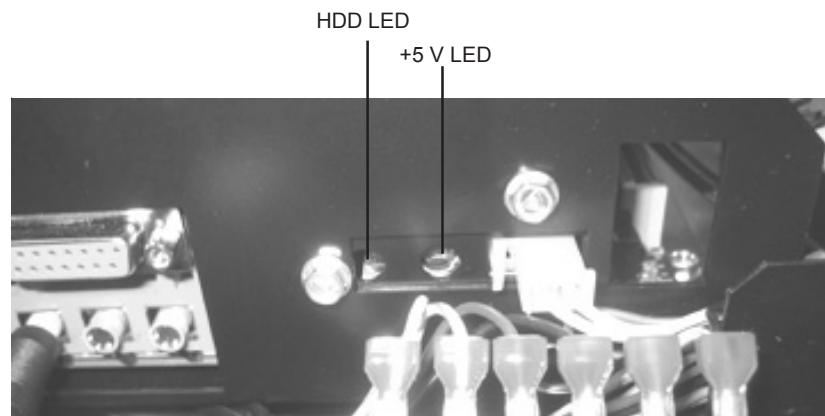


FIGURE 7-1 - HDD AND +5 VOLT LEDS

## SEQUENCE OF OPERATION

**Step 1:** Power on the jukebox

- With the System Power Supply power switch in the ON position, plug the AC power from the back of the jukebox into a standard, grounded wall outlet.
- If the CC does not automatically start to boot-up, press the power reset button in once and release.

**Step 2:** The operating system automatically begins to boot. The following is viewed on the monitor:

Low-level hardware checks  
Windows XP Embedded Operating System Loads  
The AMI Entertainment® Software Application Loads

**Step 3:** The user interface (see Figure 3-7) is viewed on the monitor. No music is in the queue, no selections are available and the amplifier is muted.

**Step 4:** Customer provides a form of payment. “**Credit**” displays a value greater than 0.

For cash:

- Bill Acceptor takes the money
- Acceptor outputs pulse(s) to the Controller (no escrow)
- Communication Controller sends money information to the computer via the RS-485 bus.
- Computer increases the credits accordingly
- “**Credit**” is changed on the application (monitor)

**Step 5:** Customer makes a song selection

For local music:

- Customer touches album name, song name, and confirmation to make selection
- Touch screen sends selection information to the computer
- The song is placed into queue and 1 credit will decrement

For downloadable music:

- Customer touches song name to make selection
- Touch screen sends selection information to the computer
- Application prompts customer to approve that the selection will cost 1 extra credit
- 2 credits removed and song is placed in queue
- Computer begins to download song from Internet to the local drive
- The download may take 3-5 minutes depending on network traffic and the number of downloaded songs selected before hand

**Step 6:** Selection is played

- Computer sends a message to the Communication Controller to un-mute the amplifier.
- Song is located on the local computer hard drive, and played. Use the Volume Control to adjust volume.

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## **CONNECTION DIAGRAMS**

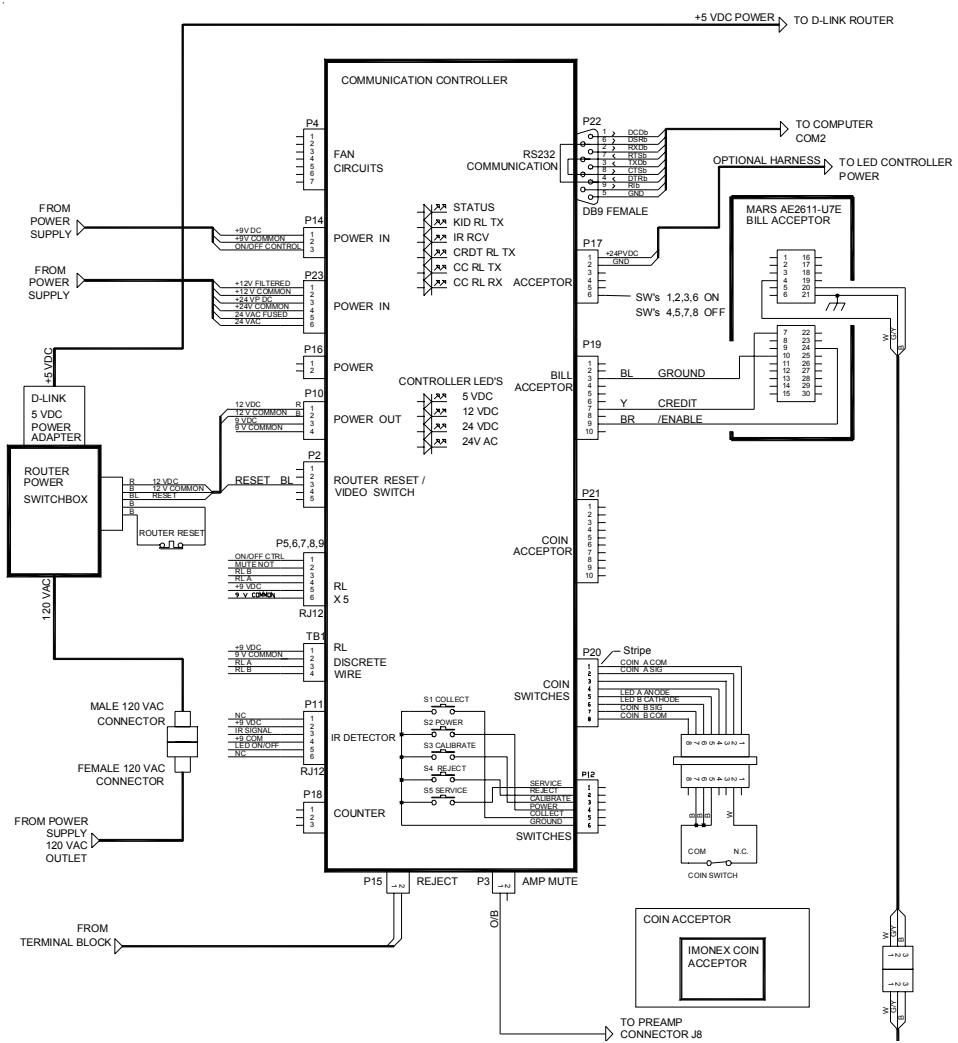


FIGURE 7-2-COMMUNICATION CONTROLLER WIRING DIAGRAM

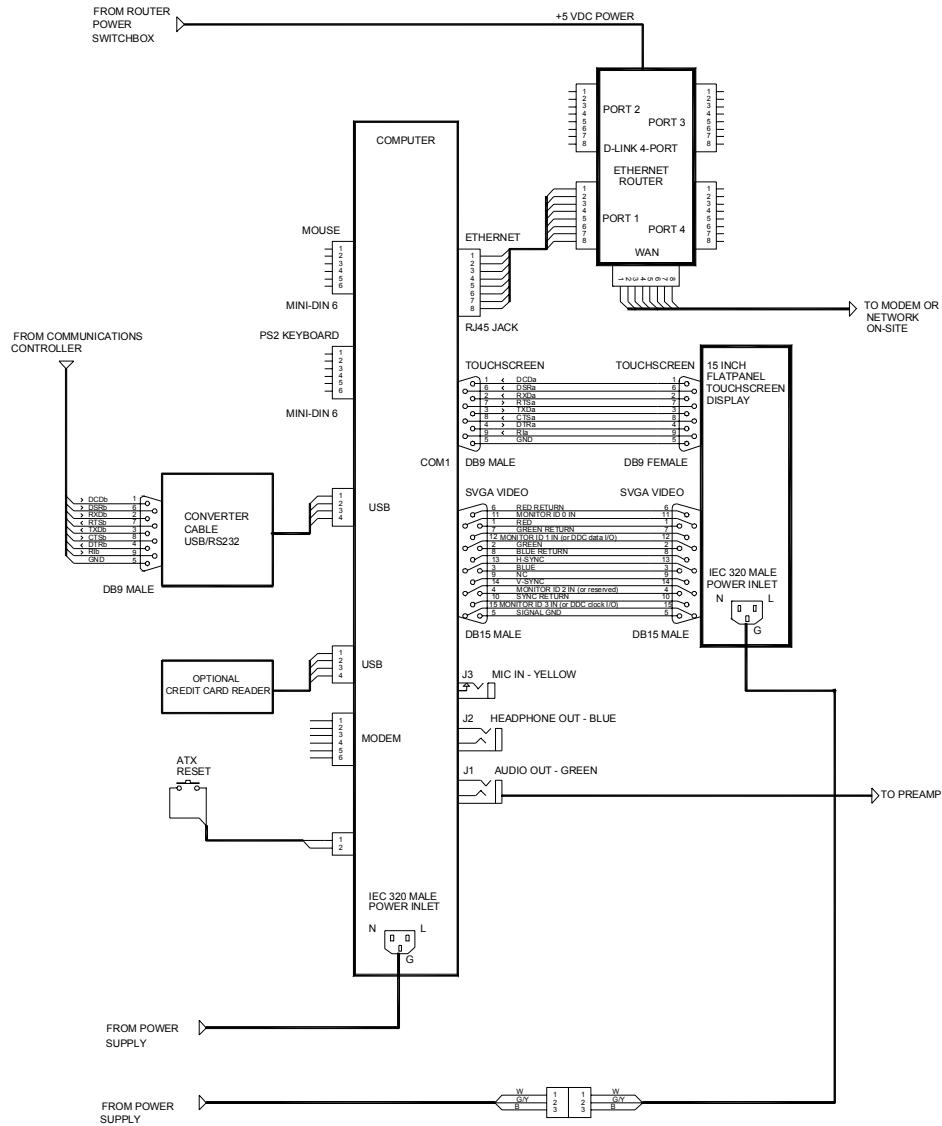


FIGURE 7-3-COMPUTER WIRING

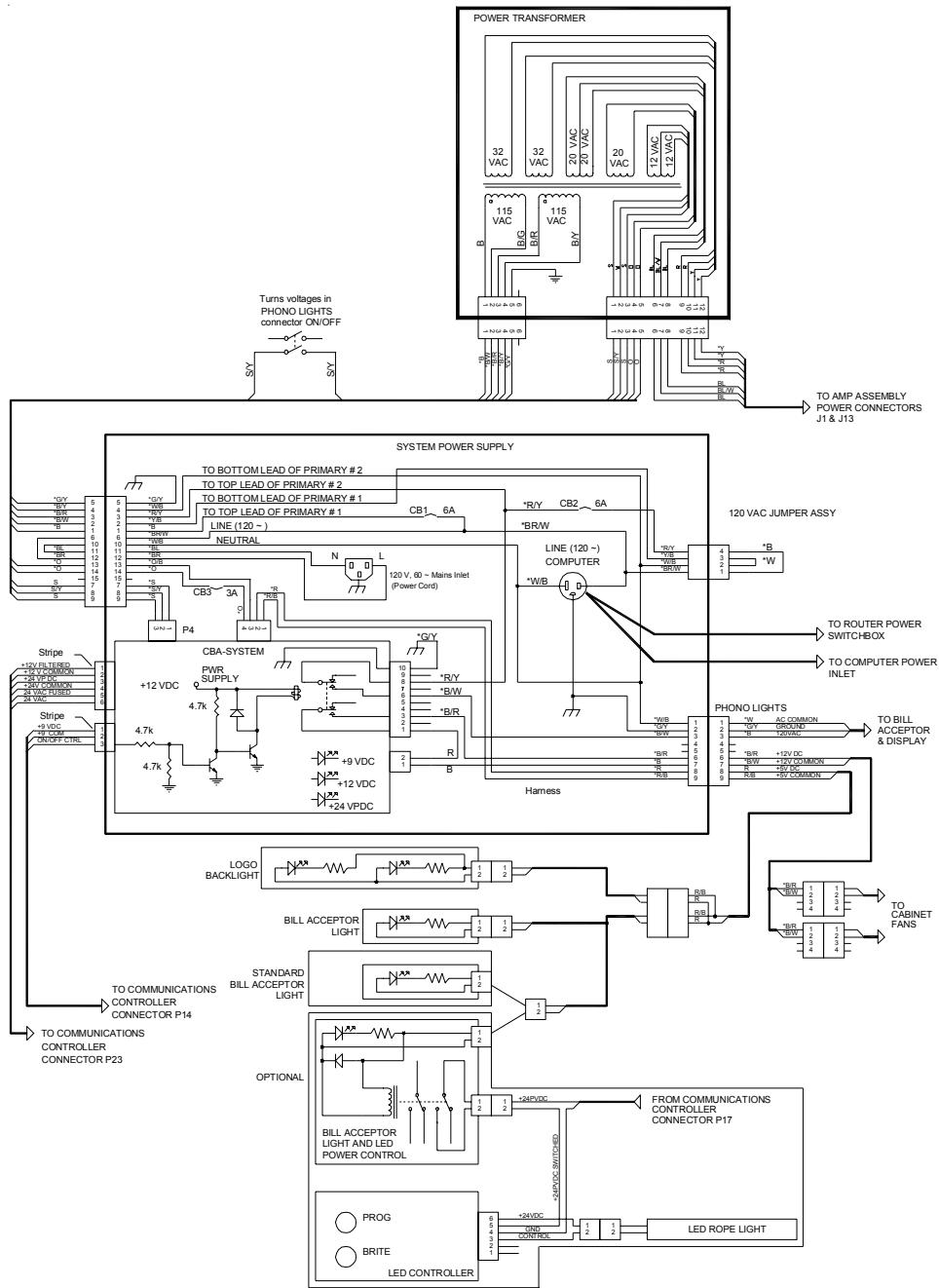
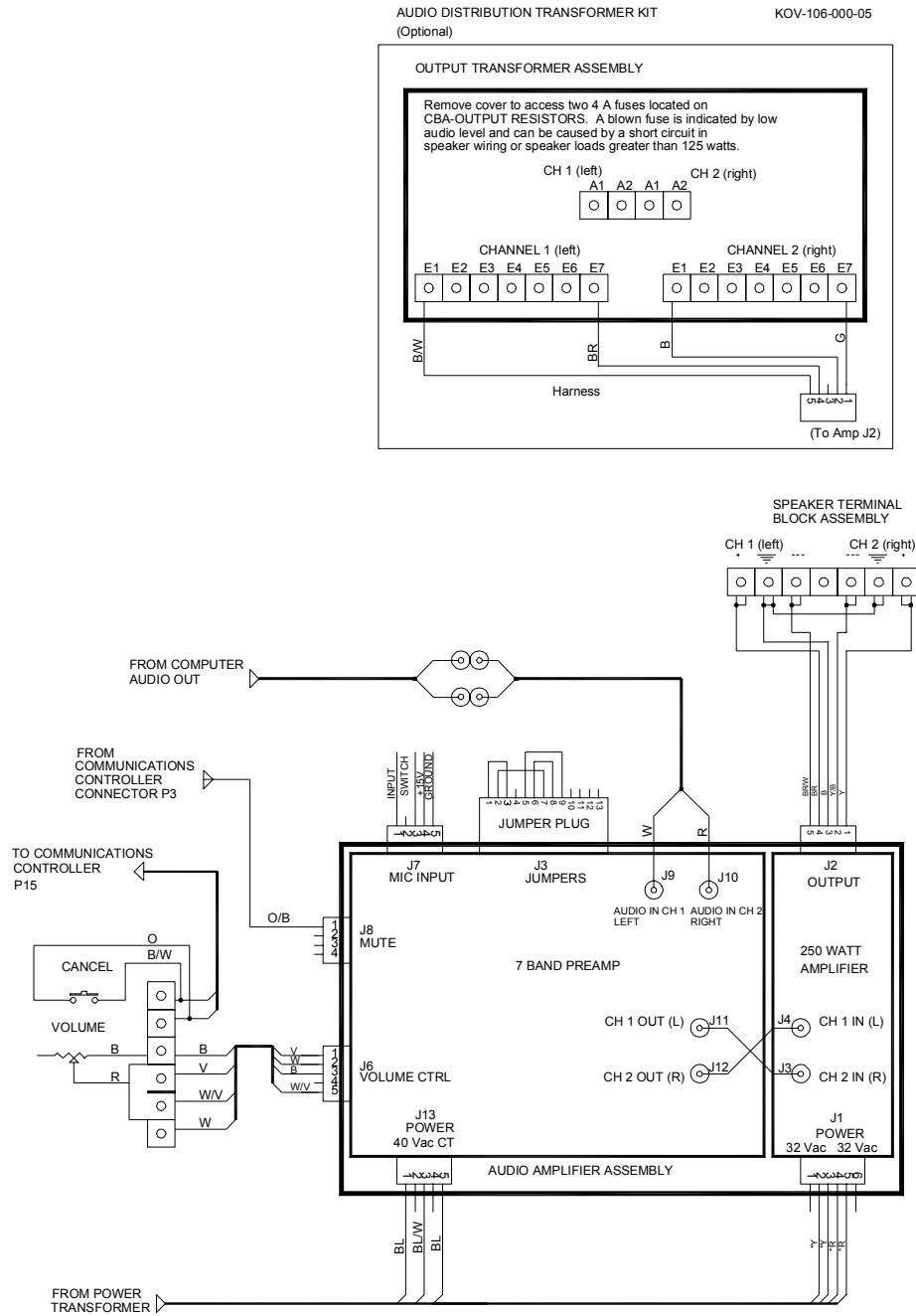


FIGURE 7-4 - POWER WIRING

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## FIGURE 7-5 - AMPLIFIER ASSEMBLY

## TROUBLESHOOTING CHARTS

The best way to isolate a problem is to determine its cause. The following charts should help to narrow down which module is failing and whether it can be fixed or needs to be replaced.

Start with finding the “**Trouble**” column that relates the closest to the problem you are experiencing and then match it to the closest “**Symptom**”. There can be many “**Probable Causes**” listed for each Symptom. The Probable Causes are listed in increasing order of probability.

PROBLEM	SYMPTOM	PROBABLE CAUSE
Application does not boot up.	At the first boot up screen, “Detecting IDE Primary Master” reports “None”.	<ol style="list-style-type: none"> <li>1. There is no hard drive in the computer.</li> <li>2. The plugs are not completely seated in the hard drive.</li> <li>3. The data cable or power plug (CC box internal) has come loose from the main board or hard drive.</li> </ol>
	The boot up process stops at “DISK BOOT FAILURE, INSERT SYSTEM DISK AND PRESS ENTER.”	<ol style="list-style-type: none"> <li>1. The hard drive in the CC box has come loose and needs to be reseated.</li> <li>2. There is no hard drive in the computer.</li> <li>3. The data cable or power plug (CC box internal) has come loose from the main board or hard drive.</li> <li>4. The CC’s BIOS needs to be updated.</li> <li>5. The hard drive is dead.</li> </ol>
Jukebox will not operate when powered ON.	The Bill Acceptor LED’s on the front door fail to light.	<ol style="list-style-type: none"> <li>1. The plug is not completely inserted into the outlet.</li> <li>2. The wall circuit is not hot.</li> </ol>
	The Bill Acceptor LED’s come on, but the application will not boot.	The monitor or the system power supply is defective or unplugged.
The monitor does not work.	The computer fan is on, and all systems LED’s and lights are normal.	<ol style="list-style-type: none"> <li>1. The power plug, video cable, or monitor power supply wiring is not seated completely.</li> <li>2. The system power supply is defective.</li> <li>3. The monitor is dead.</li> </ol>

**TROUBLESHOOTING *continued***

<b>PROBLEM</b>	<b>SYMPTOM</b>	<b>PROBABLE CAUSE</b>
The touch screen does not work.	<ul style="list-style-type: none"> <li>The application boots up, but the touch screen does not respond to touch.</li> </ul>	<ol style="list-style-type: none"> <li>The serial cable is not seated completely at the monitor or at the CC box.</li> <li>The touch screen is dead.</li> </ol>
The touch screen will not calibrate.	Nothing happens after pressing the calibration button.	<ol style="list-style-type: none"> <li>The serial cable plug is not fully seated at the monitor or at the CC box.</li> <li>The touch screen is dead.</li> </ol>
	The calibration program runs, but will not respond to touch.	<ol style="list-style-type: none"> <li>The serial cable plug is not fully seated at the monitor or at the CC box.</li> <li>The touch screen is dead.</li> </ol>
No music from jukebox.	No sound from jukebox, although the application reports "Now Playing...a New Song."	<ol style="list-style-type: none"> <li>Volume control is turned all the way down.</li> <li>Volume control is broken.</li> <li>Audio cables are disconnected or loose from the CC box or the pre-amp.</li> <li>The amplifier is overloaded and shutdown.</li> </ol>
	No sound from jukebox and the application doesn't appear to be playing the song selected.	<ol style="list-style-type: none"> <li>There are no more credits available for play.</li> <li>Reject song was activated.</li> </ol>
Machine is locked up during normal runtime.	Coin acceptor is taking money but credits are not accumulating and the touch screen is not responsive.	CC is locked up. Power up by pressing and releasing the ATX Reset Switch.
The bill acceptor does not work.	The bill acceptor will not accept a bill.	<ol style="list-style-type: none"> <li>The cash box is full.</li> <li>The cash box was not re-installed on bill acceptor correctly.</li> <li>There is a jammed bill in the device.</li> <li>The plugs are not inserted securely at the acceptor.</li> <li>The bill acceptor is defective.</li> </ol>
	The green lights at the bill acceptor lip are not flashing.	<ol style="list-style-type: none"> <li>The cable is damaged at the acceptor.</li> <li>The bill acceptor is defective.</li> </ol>

**TROUBLESHOOTING *continued***

<b>PROBLEM</b>	<b>SYMPTOM</b>	<b>PROBABLE CAUSE</b>
Location Network line not installed in the Location.	There is no designated broadband line installed in the Location.	<ol style="list-style-type: none"> <li>1. The inside wiring installation appointment was not scheduled.</li> <li>2. The inside wiring installation has not occurred.</li> <li>3. The line was not installed in the pre-selected location.</li> <li>4. The line (jack) was not labeled by the technician.</li> </ol>
Router does not work.	When the power supply is connected to the router, nothing happens.	<ol style="list-style-type: none"> <li>1. The AC power plug is not fully inserted in the receptacle on the back of the router.</li> <li>2. The wall plug is not "hot".</li> </ol>
	The "Link/Act #" light, in the front of the router, does not light up when an Ethernet cable is plugged in the respective Port.	<ol style="list-style-type: none"> <li>1. The Ethernet port is defective.</li> <li>2. The jukebox is not powered on.</li> <li>3. The cable is loose at the CC box in the jukebox.</li> </ol>
	The WAN light does not light up.	<ol style="list-style-type: none"> <li>1. The broadband connection is not plugged into the WAN port.</li> <li>2. The cable modem or DSL modem is not powered on.</li> </ol>
The "Music On Demand" feature does not work.	The feature has never been available in the location.	<ol style="list-style-type: none"> <li>1. There is no Ethernet cable connection between the router and the jukebox.</li> <li>2. The Ethernet cable is not fully seated in the port on the CC box or in the back of the router.</li> <li>3. The connection is loose between the installed line and the router.</li> <li>4. The cable is bad.</li> <li>5. The Internet line is down.</li> </ol>
	The feature was available, but is no longer available.	<ol style="list-style-type: none"> <li>1. The connection has become loose between the router and the jukebox.</li> <li>2. The connection has become loose between the installed line (jack) and the router.</li> <li>3. All the lights are ON, on the front of the router.</li> <li>4. The router was shut off or lost power.</li> <li>5. The Internet service provider (ISP) is down.</li> <li>6. The AMI Entertainment® server is down.</li> </ol>

For additional assistance, after contacting your distributor, contact:

**Merit Product Support and Services**

USA and Canada call toll-free:

**1-800-445-9353**

Outside the USA and Canada call:

**(215) 639-4700**

**FAX: (215) 639-5346**

Merit Industries, Inc. P.O. Box 5004, Bensalem, PA 19020-8529.

You can also visit our Web site

[www.meritind.com](http://www.meritind.com)

**AMI Entertainment**

USA and Canada call toll-free:

**1-877-762-6765**

**(1-877-ROC-N-ROL)**

Outside the USA and Canada call:

**(616) 243-3633**

**E-mail: support@amientertainment.net**

[www.amientertainment.com](http://www.amientertainment.com)

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Failure due to misuse, vandalism, excessive or intentional abuse, operation outside specified conditions (including, but not limited to, improper electrical power source), fire, water damage, acts of God, acts of war and civil unrest are specifically excluded.

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Merit's obligation shall be limited to repair or replacement as stated above, and shall specifically exclude any liability for consequential damages or loss of earnings.

Merit may, at its discretion, provide replacement parts under warranty prior to receiving defective items, without incurring any ongoing obligation to extend such accommodations.

In certain instances, due to geographical or other considerations, Merit may offer PCB warranty service on an extended time basis as follows:

(a) User notifies Merit in writing (or FAX) of PCB failure, providing dates of failure, serial numbers and a brief description of failure symptoms.

(b) Failed PCBs are accumulated for a time period or quantity accumulation, as designated by Merit and sent in one shipment to save shipping expenses.

(c) Merit honors warranty as per dates of failure notification.

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